Security Solutions

Welcome to Our Newest Security Solutions Effort

At GSA, we see our customer agencies working hard to implement physical and cyber security measures. We are proud of our role in supporting these efforts, and we are committed to continuing to provide our customers with the best-fitting products and services. Here are a few of the ways GSA is creating value and improving security for government agencies and the public we serve:

- The GSA HSPD-12 Managed Service Office (MSO) has succeeded in aggregating the needs of multiple agencies, producing volume and cost efficiencies in the delivery of credentials, and providing the enrollment infrastructure to serve 67 agencies and commissions.
- GSA Multiple Award Schedule 70, as the source for Federal Information Processing Standards (FIPS)-approved items, includes Special Item Numbers for HSPD-12-approved products and services.
- The GSA Public Building Service (PBS) is an active member of the Interagency Security Committee (ISC) and continues to address security in buildings under GSA custody and control.
- GSA SmartBuy, a program to consolidate the commercial, off-the-shelf (COTS) software needs of the federal government, offers the latest data-at-rest (DAR) encryption technology at reduced prices. A result of a multi-agency task force with the DoD Enterprise Software Initiative (DoD ESI), this effort has produced $58 million in cost avoidance.
- Blanket Purchase Agreements (BPAs) for credit monitoring services are available for all agencies as a fast and effective way to order commercially available credit monitoring services to protect the confidentiality of personal credit and payment information.

Looking ahead, trends suggest the convergence of physical and cyber security efforts; increased integration of solutions across functional areas; and complete lifecycles of security planning, implementation, evaluation, and upgrades. In recognition of these trends, GSA's newest effort—**www.gsa.gov/securitysolutions**—is focused on integrated web content for the security and IT security professional. This single point of reference makes it easy to access information about acquisition options and the tools to craft complete and best security solutions.

I welcome you to GSA's new security solutions community, and I welcome your comments and suggestions at **securitysolutions@gsa.gov**.

Sincerely,

Jim A. Williams
Commissioner, Federal Acquisition Service

One For All, and All From One

The call to duty across America unites us. From securing the homeland to safeguarding the environment, we team with military and civilian agencies to protect our nation's priorities. As the government's premier procurement provider, GSA stands ready to support your mission-critical needs with a continuum of innovative product and service solutions—all from one source.

One Country. One Mission. One Source.

GSA is here to help: **gsa.gov/atyourservice** or **(800) 488-3111**

AT YOUR SERVICE

GSA U.S. General Services Administration

Security
Solutions

C O N T E N T S

This issue of *MarkeTips* offers a primer on Security Convergence and GSA Security Solutions. GSA is working to devise an architecture that allows customers to easily navigate and access all facets of the security universe, allowing agencies to take full advantage of GSA's offerings specifically related to security needs.

Our Security Infrastructure

Security Convergence for the Rest of Us

Additional security directives for federal agencies, increased risk of physical violence, persistent cyber attacks, and the evolution of information technology are radically reshaping today's security solutions. Security and IT professionals directly involved in developing and implementing these changes can spare little time to pause and assess their progress during the last several years.

*F*or those outside the security and IT field, keeping pace with the changes; new acronyms, new identification badges, and technical language of today's security world is challenging.

Simply hearing the terms, HSPD-12 and PII, may remind us of an easier time, when passwords never expired and concrete planters were the hot security initiative.

We offer this primer for those who interact, support, and procure equipment and services for security and IT experts while struggling to understand new and complex security measures.

The boundaries between physical and electronic security systems are disappearing. Whether this development is attributed to efforts to improve security in the face of heightened threats or as part of the evolution of physical security technology, **security convergence** is seen as an important and needed progress in the protection of our infrastructure and key assets.

Security Convergence is a comprehensive approach that better enables monitoring, pre-emption, detection, preparation, prevention, protection, management, control, response and recovery from **physical and cyber attacks** against the government, vital private sector resources, its citizens and critical infrastructures.

The integration of physical and IT security efforts present challenges to most organizations. Historically, the two functional areas have operated independently often with separate infrastructures. This approach caused both duplicate efforts and gaps in coverage. The chart below illustrates typical differences in the specialties.

Despite the challenges, integration is happening and achieving positive benefits in both government and private sectors. A Pricewaterhouse Coopers and *CIO* magazine study of 8,200 IT and security executives conducted in 63 countries, indicated that in 2003, 29 percent of organizations had some level of integration while in 2005, integration

	Physical Security	**IT Security**
Staffing	Predominantly consists of former law enforcement officials.	Information or logical security departments who typically have employees with technical backgrounds.
Organization	Office of Security	Part of the IT organization reporting to the Chief Information Officer.
Focus	Protecting personnel, buildings, and assets against improper access.	Safeguarding information and the systems processing the information.

True or False?

Rate Your Ability to Communicate with a Security and IT Expert

☐ Security Convergence is the official term for a line that forms to get through the metal detector.

☐ You can be vaccinated against HSPD-12.

☐ PKI Certificates prove you completed training and should be displayed in your workspace.

☐ The FIPS are a musical act headlined by Gladys Knight

☐ The Federal Protective Service is the part of the EPA and monitors endangered species.

If you answered 'True' for any of the above, keep reading!

increased to 58 percent. The major benefit from integration is better security, achieved by eliminating the vulnerability of less comprehensive systems.

Security Convergence: Combating the Cyber Threat

Someone controlling little more than a laptop, an internet connection, and the intent to harm can log into a computer network system half a world away. There is also a proliferation of lap tops and portable devices that if lost or stolen can compromise data security. Recent data breaches in federal agencies have compromised the identity information of millions. This underscores the idea that critical infrastructure is more than just physical infrastructure. Information, identities, financial data, and operations that are compromised may have both economic cost and potentially even more serious consequences.

The National Strategy for the Physical Protection of Critical Infrastructures and Key Resourcs (CIKR)[1] identifies a clear set of national goals and objectives and outlines the guiding principles that will underpin our efforts to secure the infrastructures and assets vital to our national security, governance, public health and safety, economy, and public confidence. Infrastructure and key assets are comprised of resource cyber networks that are used to conduct day-to-day business and the physical infrastructure (facilities) that house the equipment and personnel. Loss or destruction of these infrastructure assets could adversely affect our economy or endanger our well-being.

[1] Homeland Security Presidential Directive 7 (HSPD-7) <http://www.whitehouse.gov/news/releases/2003/12/20031217-5.html> established U.S. policy for enhancing CIKR protection by establishing a framework for security partners to identify, prioritize, and protect the nation's CIKR from terrorist attacks. The directive identified 17 CIKR sectors and designated a Federal Sector-Specific Agency (SSA) to lead CIKR protection efforts in each.This act charged the Department of Homeland Security with primary responsibility for developing a comprehensive national plan to secure CIKR and recommend "the measures necessary to protect the key resources and critical infrastructure of the United States." This comprehensive plan is the National Infrastructure Protection Plan (NIPP) <http://www.dhs.gov/xprevprot/programs/editorial_0827.shtm>, published by the Department in June 2006. The NIPP provides the unifying structure for integrating a wide range of efforts for the protection of CIKR into a single national program.

Tangible Benefits

Security convergence can reduce costs, expand expertise, and improve operational efficiency. As an example of the gains obtainable through convergence, consider the integration of digital imagery and transactional information. This effort can reduce data storage costs and network access to the digital video systems. For example, Waste Management, Inc. linked in-house security video with an automated scale transaction system at transfer stations where dump trucks are weighed at landfills and are charged based on the weight of their loads. The transaction records now include digital images with license plate numbers, types of vehicle, and a view of each truck's contents, all in the revenue and billing systems.

Through integration, the diversity in skills can expand capabilities and eliminate weak points in security efforts. One of the most prevalent examples of integration improving efficiency is the use of the RFID chip to prevent retail theft. Inexpensive and disposable RFID tags are replacing electronic article surveillance tags. Unlike article surveillance tags, which sound an alarm on removal from the store, RFID tags can provide specifics including point-of-sale information used to direct camera observation at high problem areas.

Security Framework

Security has many facets. Several major security functions are described as follows. These functions are performed in a continuous recurring lifecycle of planning, implementing, evaluating, and upgrading. Each of GSA's security convergence points fall under one of these functions.

Threat Assessment and Intelligence Function

The threat and risk assessment and intelligence function includes the elements of security involved with determining risk, forecasting threats, establishing threat/mitigation tradeoffs, and interfacing with intelligence and information systems.

Deterrence Function

The deterrence function includes those elements that work to prevent security incidents and issues from happening. Security incidents can include both intentional breaches and inadvertent or accidental breaches. Since either type of breach requires resources and assets to respond and recover when they occur, reductions in either kind of breach frees up those resources and assets to respond to the remaining incidents.

Protection Function

The protection function is what most people think about when they think about security. This is also the focal point for the HSPD-12 directives. This involves the direct protection of people, places, and things, and the interdiction and prevention of security incidents at the point of occurrence. There are two primary foci for protection: A) assurance that people and things are not where they are not allowed to be, and B) the people and things allowed to be somewhere are really who or what they say they are. There are also additional aspects of protection, such as data, but the previous items are the primary focus.

Recovery Function

The recovery function occurs after a security incident or breach is detected and the immediate response is initiated. The immediate response is to minimize liability and provide damage assessment. Recovery includes providing temporary security measures such as temporary barricades, guards and K-9 teams, portable sensors, back up systems, and other measures to restore security in the event existing permanent security systems are damaged. Recovery includes performing the necessary efforts to restore compromised systems.

These recovery efforts can include identity theft recovery services, backup and recovery software, repair and replacement of equipment.

In support of integrated security solutions:
- Statement of Works (SOWs) need to combine multiple MAS and SINs
- Cross-MAS market research, solicitation, and ordering is needed.

Convergence Points

In the development of an integrated and interoperable security structure, convergence points appear. These are points where a strong need or opportunity for improvement exists. Within the public sector, many of these convergence points are in response to legislation and directives. This article outlines six areas of convergence: identity management, safeguarding information, compliance support, physical security, security systems, and IT products and services.

Identity Management

GSA has solutions that can meet identity management needs such as HSPD-12.

Identity management, in the broadest definition, is being able to positively identify a person and their level of authorized access to facilities and systems. Identity management, in the government, is frequently used synonymously with HSPD-12 requiring a standard interoperable system for identity management. HSPD-12 is the cornerstone for ensuring employee and contractor identity verification for physical and electronic access to government systems and facilities.

Identity management involves verifying a person's identity through a credentialing process that includes background checks and recording physical (biometric) data. The process and storage of the data is highly specified and controlled. Part of the information is stored on a smart card, a credit card-sized card with an embedded integrated circuit chip. Cards are issued after the identity is established and used to authenticate a person's identity and access-level as they perform their job. Additional levels of security access is based on the possession of the card, information like a PIN, and/or biometric data like facial images, fingerprints, or iris scans. Authentication, the comparison of the identity of the cardholder and the biometric data on the card, is performed at both physical and electronic access points. In its simplest form, authentication is a human guard comparing a photo on the card to the person. It could also include physically verifying fingerprints and comparing to fingerprints stored on the card. The data on the card can also be used to determine access levels, the process of granting or denying specific requests for logical or physical entry. The chip on the card contains "certificates" that act as keys to allow appropriate and graduated access levels. The standardized infrastructure eliminates security gaps across multiple locations and agencies resulting in more fool-proof identification, authentication, and access control.

About HSPD-12

HSPD-12 (Homeland Security Presidential Directive 12), establishes the policy for common identification standards for federal and contract employees, was signed on August 27, 2004. This Presidential directive is one of the first directives requiring the integration of physical and information access.

The goal of HSPD-12 is to

"…enhance security, increase government efficiency, reduce identity fraud, and protect personal privacy by establishing a mandatory, governmentwide standard for secure and reliable forms of identification issued by the federal government to its employees and contractors."

The directive defines "secure and reliable forms of identification" as

(a) issued based on sound criteria for verifying an individual employee's identity;
(b) strongly resistant to identity fraud, tampering, counterfeiting, and terrorist exploitation;
(c) rapidly authenticatable electronically; and
(d) issued only by providers whose reliability has been established by an official accreditation process.

The directive tasked the Department of Commerce to further define "secure and reliable forms of identification". The Department of National Institute of Standards and Technology (NIST) produced the 91-page, *Federal Information Processing Standard 201*, FIPS 201, or "the standard". This document specifies the compliant architecture and technical requirements (e.g., card layout, encryptions standards) introducing the personal identification verification (PIV) system. The Defense Department's smart card initiative is named the Common Access Card (CAC) program.

As required by HSPD-12, the Office of Management and Budget (OMB) established implementation schedules and progress reporting in OMB Memorandum M-05-24. Key dates include October 27, 2008, the date agencies must complete background checks and issue credentials to all employees with more than 15 years of service. The deadline for contractors and employees with less than 15 years of service was Oct 27, 2007. Agencies are also operating on revised schedules, mutually agreed on by the OMB and the agency because of difficulties meeting the original timetable. HSPD-12 mandates agencies must continue to expand use of the advanced capabilities of the cards after the initial timetable.

One of the advantages inherent to PIV and CAC programs is the potential of expanded use of the Public Key Infrastructure (PKI) to secure data exchanges on open networks like the Internet. PKI is a combination of products, services, facilities, policies and procedures, agreements, and people that provide for and sustain secure interactions. The PKI uses a security technique called Public Key Cryptography to authenticate users and data, protect the integrity of transmitted data, and ensure the non-repudiation and confidentiality of data. PKI uses a digital certificate, an electronic ID, a bit of code that can be stored on a smart card or other token, or kept on a computer. It contains a digital signature from the issuing authority that can be used to verify the certificate's authenticity. It also can include a private cryptographic key that can be used to encrypt and digitally sign documents and other information.

The task of issuing, verifying, and managing smart cards and certificates is often done by a third-party. To secure interoperable products and services governmentwide and avoid redundant costs from each federal agency creating a separate infrastructure, GSA has been designated as the lead agency for providing authentication services to federal agencies. The FIPS 201 has produced an evaluation program for vendors to submit products or services for evaluation and to be added to the approved product lists.

GSA operates the HSPD-12 Managed Service Office (MSO) to coordinate acquisition related activities in compliance with this governmentwide mandate. The GSA HSPD-12 MSO is currently serving 67 agencies and commissions with the responsibility to provision and manage over 800,000 electronic identity accounts. This is approximately 50 percent of the civilian federal population. The MSO allows agencies to receive support meeting the FIPS credentialing standards and managing the electronic identity, although agencies have continued accountability for providing accurate employee identity data and managing the status of their employees. The GSA HSPD-12 MSO has succeeded in aggregating the needs of multiple agencies to produce volume and cost efficiencies in delivery of credentials as well as providing enrollment infrastructure across the U.S. to efficiently serve both the federal employee and contractor populations who fall under FIPS rules. This office can be contacted through their Web site at www.fedidcard.gov.

GSA's Public Building Service (PBS) addresses issues related to security in buildings under GSA custody and control. GSA's PBS is responsible for the executive direction and development of policies, processes, standards, guidance, and performance management for physical security of all GSA PBS facilities (owned and leased), the protection of occupants and visitors, as well as liaison with the Department of Homeland Security (DHS), Federal Protective Service (FPS), and tenant agencies for all matters regarding building security. See www.gsa.gov/securitysolutions for more information.

To assist with converging identity management with the other security efforts, GSA has also developed integrated web content available at www.gsa.gov/securitysolutions. The content on this page includes links to other resources as well as links to GSA MAS 70 SIN 132 62 with the approved products and service components for HSPD-12.

GSA Assisted Acquisition Services offers fee-based scalable support that brings technical, contracting, and project management resources to bear to provide customizable levels of assistance.

Safeguarding Information

GSA has solutions to meet many of the standards for protecting information such as PII, INFOSEC, HIPAA.

Safeguarding information is a subject area related to protecting electronic information from unwanted access (breaches). Several high-profile data breaches involving the release of personal information underscore the need for this type of information security.

ITRC, a nonprofit organization that supports victims of identity theft, collected reports of 342 breaches of personal information that potentially exposed 16.8 million records in the first half of 2008. Its findings are detailed in the 2008 Breach Report. The organization said it was an all-time high for reported breaches in a six-month period, and much of the exposed data was in electronic formats. The government accounted for 30 percent of all breaches in 2006, which dropped to 25 percent last year and just 17 percent in the first half of this year. The largest offender so far this year was business (excluding financial services), which accounted for nearly 37 percent of breaches.

According to the same survey, the most common type of breach was the theft or loss of a laptop PC, thumb drive, personal digital assistant, or other portable device. They accounted for 20 percent of incidents. Hacking was responsible for 12 percent, and exposure through inadvertent posting on a Web site accounted for 15 percent.

FISMA, the Core of Safeguarding Information

The Federal Information Security Management Act (FISMA) requires each federal agency to develop, document, and implement an agency-wide program to provide information security for the information and information systems that support the operations and assets of the agency.

By definition an effective information security program should include:

- Periodic assessments of risk, including the magnitude of harm that could result from the unauthorized access, use, disclosure, disruption, modification, or destruction

of information and information systems that support the operations and assets of the organization
- Policies and procedures that are based on risk assessment, cost-effectively reduce information security risks to an acceptable level and ensure that information security is addressed throughout the life cycle of each organizational information system
- Subordinate plans for providing adequate information security for networks, facilities, information systems, or groups of information systems, as appropriate
- Security awareness training to inform personnel (including contractors and other users of information systems that support the operations and assets of the organization) of the information security risks associated with their activities and their responsibilities in complying with organizational policies and procedures designed to reduce these risks
- Periodic testing and evaluation of the effectiveness of information security policies, procedures, practices, and security controls to be performed with a frequency depending on risk, but no less than annually
- A process for planning, implementing, evaluating, and documenting remedial actions to address any deficiencies in the information security policies, procedures, and practices of the organization
- Procedures for detecting, reporting, and responding to security incidents

According to the Federal Information Security Management Act, NIST is charged with developing standards and guidance for implementing IT security programs NIST has issued several technical guidelines including:

SP 800-79-1

Guidelines for the Accreditation of Personal Identity Verification Card Issuers
http://csrc.nist.gov/publications/nistpubs

SP 800-53

Techniques and Procedures for Verifying the Effectiveness of Security Controls in Information under the Federal Information Security Management Act. This has been called a manual for IT systems management.

http://csrc.nist.gov/publications

SP 800-53A

An Addendum to the Guide for Assessing the Security Controls in Federal Information Systems that defines the framework for conducting mandatory assessments of security controls required under FISMA.

http://csrc.nist.gov/publications

Additional Protection for Personally Identifiable Information

OMB M-07-16 defines the term "personally identifiable information" as referring to information which can be used to distinguish or trace and individual's identity, such as their name, social security number, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.

Federal agencies are required by law to ensure the protection of the personally identifiable information (PII) that they collect and store.

Whenever an agency collects and stores PII, a Privacy Impact Assessment (PIA) must be completed. PIAs describe the privacy issues of a specific database or system and the means for assuring compliance with the applicable laws and regulations. For example, the Federal Chief Information Officers Council posts an Internal Revenue Service PIA model as a best practice.

Additional Standards for Privacy, Standardization, and Security of Health Insurance Information

It is widely known that the Health Insurance Portability and Accountability Act of 1996 (HIPAA) sets privacy standards for health insurance information.

HIPAA also governs security and transmission of health information. HIPAA required the Department of Health and Human Services (HHS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. HIPAA requires every provider who does business electronically to use the same health care transactions, code sets, and identifiers. HIPAA has identified ten standard transactions for Electronic Data Interchange (EDI) for the transmission of health care data. Claims and encounter information, payment and remittance advice, and claims status and inquiry are several of the standard transactions.

In addition to the benefits of standard transaction messages, the security measures for the data transactions have national standards as well. As the industry adopts these standards, the use of electronic data interchange will improve the efficiency and effectiveness of our nation's health care system.

A directory of GSA's offerings in relation to information security can be found at www.gsa.gov/securitysolutions. Highlighting the offerings are two exciting initiatives:
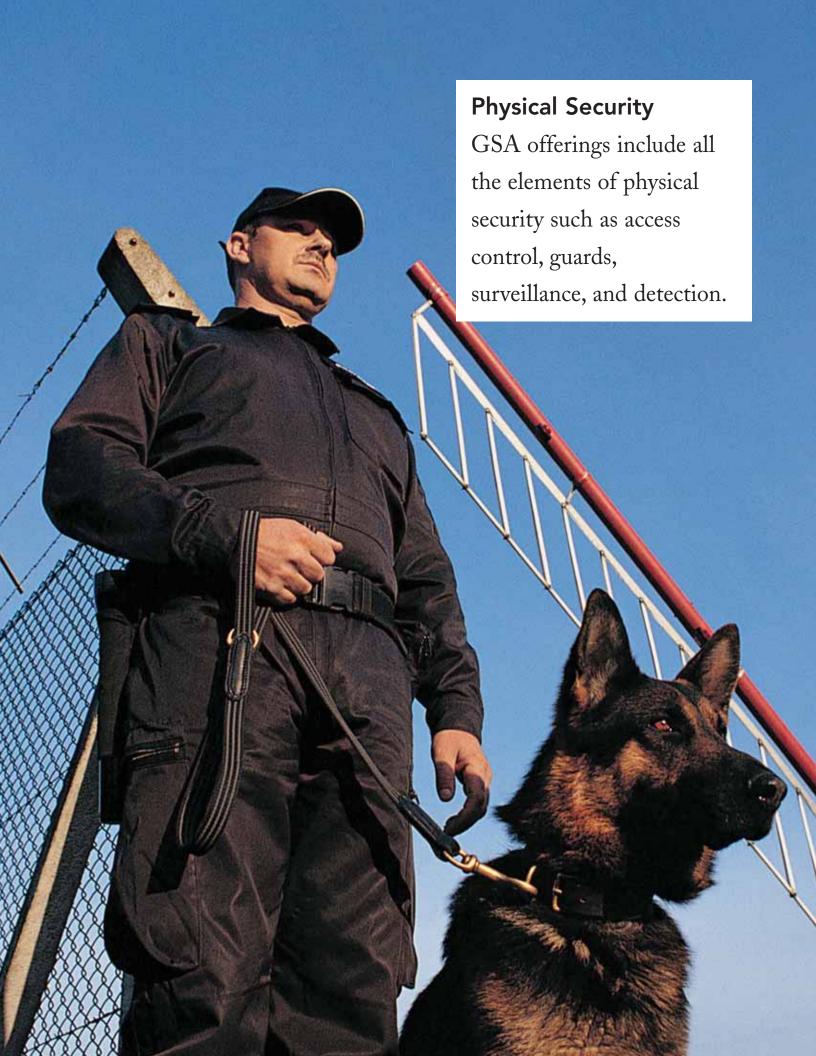
GSA, the agency designated to consolidate the commercial, off-the-shelf (COTS) software needs of the federal government, enters into blanket purchase agreements to achieve maximum discounts for the federal government. This program, SmartBuy, includes participation in a multi-agency task force in partnership with the DOD Enterprise Software Initiative (DOD ESI). This collaborative effort to provide federal, state,

and local agencies with the latest Data-At-Rest (DAR) encryption technology at reduced prices yielded approximately $58 million in savings through avoided costs to the government. All executive agencies, DOD components, NATO, and state and local governments are authorized to place orders under these blanket purchase agreements.

The DAR Encryption agreements include Merlin GuardianEdge, GovBuys WinMagic SecureDoc, MTM Mobile Armor Data Armor, RMR SafeBoot SafeBoot Device Encryption, Spectrum SafeBoot SafeBoot Device Encryption, Autonomic WinMagic SecureDoc Spyrus Talisman DS Data Security Suite, immixGroup Pointsec Mobile Technologies Pointsec, SafeNet ProtectDrive, HITS ESI SkyLOCK at Rest, ID CREDANT CREDANT Mobile Guardian, and Carahsoft ISC Secret Agent.

GSA has also established Blanket Purchase Agreements (BPAs) for data breach analysis and credit monitoring services. The objective of the BPAs is to give the government a fast and effective way to order commercially available credit monitoring services to protect the confidentiality of personal credit and payment information. The BPAs include commercial, off-the-shelf packages, significantly reduced pricing, strong oversight and reporting, and excellent customer service. A pre-existing BPA enables government agencies to respond quickly when a data breach or loss involves a constituent's or personnel's social security number.

GSA acquisition options include Assisted Acquisition Services, an organization within GSA that crafts customized expert solutions to information security issues. Assisted Acquisition Services offers fee-based scalable support that brings technical, contracting, and project management resources to bear to provide customizable levels of assistance.

Physical Security

GSA offerings include all the elements of physical security such as access control, guards, surveillance, and detection.

In 2004, the ISC approved *Security Design Criteria for New Federal Office Buildings and Major Modernization* updating the 1995 *Vulnerability Assessment Report*. They also developed the ISC 2007-2008 Action Plan during the September 2006 ISC Planning Conference and identified three objectives that have seven associated tasks. Four of the seven new tasks address recommendations made by the Government Accountability Office (GAO).

A complete list of the GAO reports and the references above can be found at **www.dhs.gov/xprevprot/ publications/**.

A directory of GSA's offerings relating to phyical security architecture can be found at *www.gsa.gov/securitysolutions*.

For tenants of GSA-managed buildings, the GSA Public Building Service is a member of the Interagency Security Committee and liaisons with the Federal Protective Service on issues of building security. For details about the security-related services performed by PBS, visit *www.gsa.gov/ securitysolutions* *and follow the links to building security.*

For requirements related to traditional physical security, GSA MAS 84 includes a wide range of law enforcement and security products and services. GSA MAS 70 also includes the access control devices that work in conjunction with the standard identity cards. Creating complete solutions is possible via contractor team arrangements or additional fee-based support can be provided from GSA Assisted Acquisition Services.

As previously mentioned, HSPD-12 is the first major initiative that converges physical and information security in the protection of critical infrastructure. HSPD-12 presents new requirements and opportunities for physical access control at and lower than the facility level.

Prior to the Executive Order 12977 issued in 1995, minimum physical security standards did not exist for nonmilitary, federally-owned or leased facilities. After the bombing of the Alfred Murrah Federal Building in Oklahoma City, the Interagency Security Committee (ISC) was established by EO12977.

The Interagency Security Committee's mandate is to develop standards, policies, and best practices for enhancing the quality and effectiveness of physical security and the protection of nonmilitary federal facilities in the United States. ISC's chairmanship resides with DHS, delegated to the director of the Federal Protective Service. The Federal Protective Service is responsible for policing, securing, and ensuring a safe environment in which federal agencies can conduct their business at more than 8,800 federal facilities nationwide.

Compliance Support

GSA provides access to solutions that offer services aiding in developing business processes and achieving and maintaining regulatory compliance.

Several key publications developed by NIST direct and assist federal civilian agencies in implementing security measures for information technology. These standards are listed at **http://csrc.nist.gov/ groups/SMA/fisma/library.html**.

In general the categories of publications are:

- Federal Information Processing Standards (FIPS) which are compulsory.
- Special Publication (SP) 800-series, which are guidance documents.
- Office of Management and Budget (OMB) Memorandums.
- NISTIRs, ITLs and other security-related publications.

Most compliance support needs revolve around the guidelines above which affect all civilian agencies.

The process of maintaining security systems is considered to be a lifecycle or continuous process. The steps in this process are:
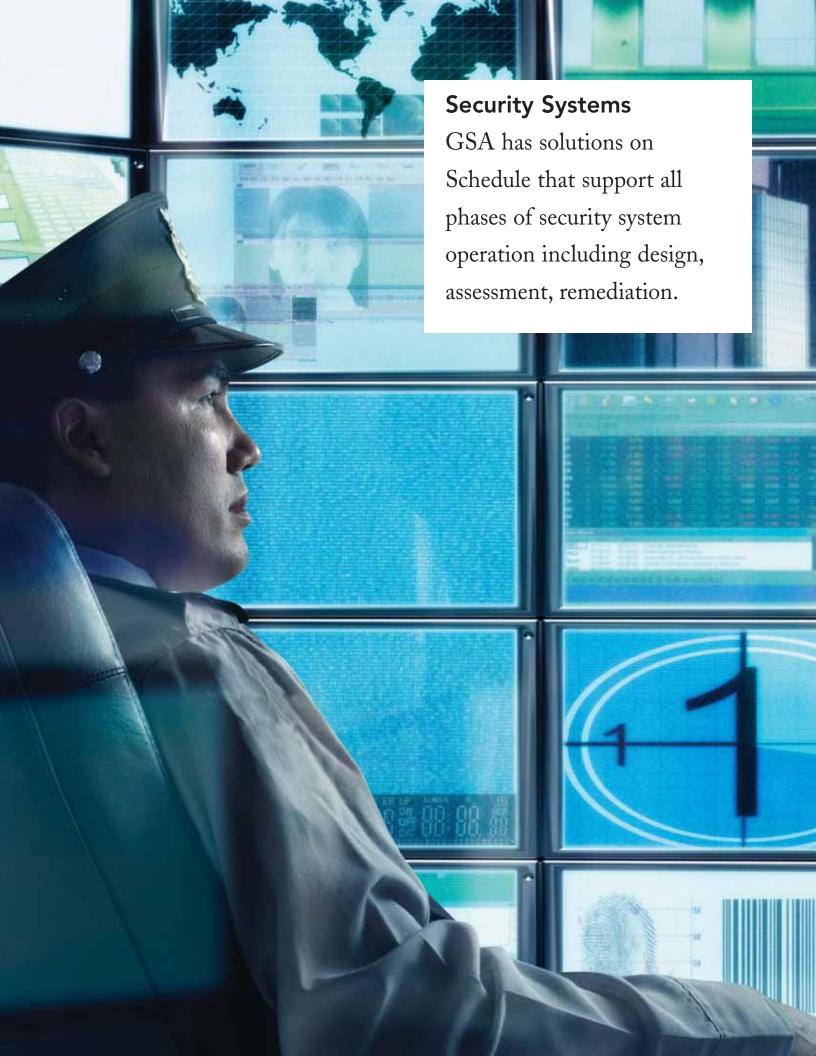
- **Categorize** the system and the information based on the FIPS 199 impact analysis.
- **Select** a initial set of baseline security controls from SP 800-53.
- **Supplement** the initial set of tailored security controls based on assessment of risk and local conditions.
- **Document** the agreed-upon set of security controls.
- **Implement**.
- **Assess**.

- **Monitor** on a continuous basis, including documenting changes to the system, conducting security impact analysis, and reporting the security status on a regular basis.

The topics covered must include: access control, awareness and accountability, certification, accreditation and security assessments, configuration management, contingency management, identification and authentication, incident response, maintenance, media protection, physical and environmental protection, planning, personal security, risk assessment, systems and services acquisitions, system communications protections, and system information integrity.

The GSA options for obtaining security compliance support can also be found at www.gsa.gov/securitysolutions. The GSA MAS program provides access to contractors with expertise in the laws, directives and guidance covering many areas of physical and cyber security, across various technical specialities, such as financial, personnel-related, and medical. GSA also offers fee-based assisted services for a GSA representative to conduct the acquisition or the entire project on a customer agency's behalf.

Security Systems

GSA has solutions on Schedule that support all phases of security system operation including design, assessment, remediation.

Security Systems is an overarching category encompassing a variety of systems in support of different security functions from threat assessment to recovery. All of the systems have a similar development cycle, which includes establishing the initial design of the system, assessing the system operation, and improving or updating the system in response to changes. Below are examples of different types of security systems.

- Access control and identity verification systems are typically used to control access to locations and facilities. Items such as door controls, card swipe readers, and cipher locks which are commonly used across the government for facility access control. The requirements and standards for these type of systems are greatly driven by HSPD-12.
- Risk and Threat analysis and/or assessments are critical in performing risk tree analysis and developing risk mitigation cost/benefits tradeoffs. Also, this is where much of the development of total security programs, including policy and procedures, is performed.
- Perimeter control systems include such items as fences, barricades, and sensor nets to control wider access to the outer edge of facilities and controlled areas. This can be control of certain elements only, such as preventing vehicle access to areas while allowing pedestrian access.
- Material screening systems include items such as baggage screening equipment at airports, truck screening equipment, etc. These systems verify that items are what they are supposed to be, and they do not contain incongruous items or materials.
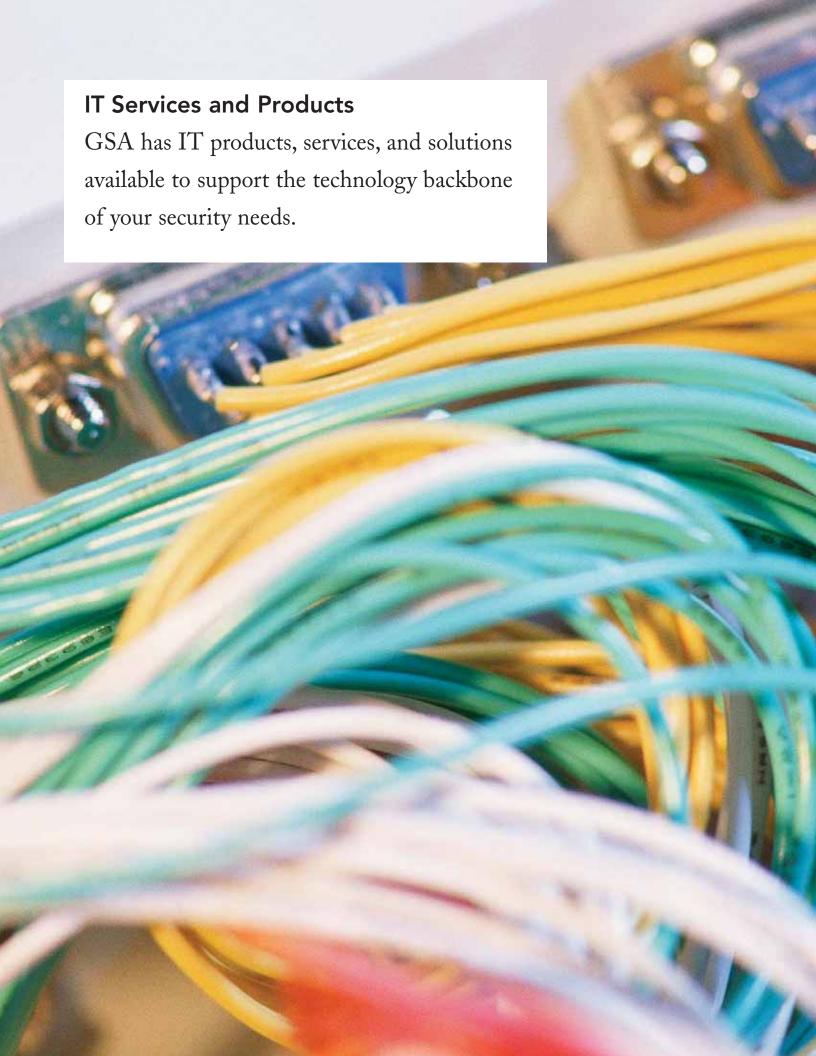
- Backup and recovery systems are primarily used in the information area and can be installed well before they are needed. They provide for recovery of data and information of all types, and are also used to support Continuity of Operations (COOP) requirements.

An entirely different and additional set of standards exists for the protections surrounding Sensitive But Unclassified (SBU) and classified national security information.

These standards are identified in a set of documents promulgated by the Committee on National Security Systems. (CNSS) at **www.cnss.gov/**. A set of relevant questions and answers are also available for the newcomer to the subject at **www.cnss.gov/faq.html**. Also provided is a general index to national security issuance documents at **www.cnss.gov/Assets/pdf/CNSS-INDEX.pdf**

In all cases involving U.S. classified information, the appropriate security offices and personnel with specialized training must be involved from the onset, before any classified information is actually received, handled, stored, or processed.

The complete lifecycle of security system management is addressed by GSA offerings. The GSA MAS program provides access to industry expertise, products and services under Multiple Award Schedules 84 and 70. Information on these tools can be found at www.gsa.gov/securitysolutions. GSA can also conduct the acquisition or the entire project on a customer agency's behalf.

IT Services and Products

GSA has IT products, services, and solutions available to support the technology backbone of your security needs.

IT products and services are listed as a separate category to account for the many and varied IT offerings needed to support the integration of state-of-the-art security measures with legacy systems. This category also includes new peripherals and commercial, off-the-shelf software. For HSPD-12, using products and services that are approved is especially important to ensure interoperability between agencies.

Since it is practical and cost-effective for most organizations to leverage existing strengths by phasing in security measures; upgrading software, automating manual functions, adding functionality, adding data input devices, and improving integration, additional IT products and services are needed.

Examples of how software and programming services can be used to upgrade security measures are:

- Law enforcement data base access includes the systems and connectivity necessary to link security systems with data sources.
- Firewalls and other network technologies such as IP filters and data encryption are used to protect access to networks and information.
- Items such as door controls, card swipe readers, and cipher locks, are commonly used across the government for facility access control. Biometrics is one of the up and coming sub-functions in the protection area. It primarily uses physical information about a person, such as fingerprints, retina scans, or DNA to verify that a person is actually who they say they are.

The concept of security convergence occurs when multiple disciplines—such as physical and cyber security, emergency preparedness, critical infrastructure, continuity operations, and counterterrorism—work together to create a comprehensive

risk management program to support an agency's mission during a crisis.

GSA's options for supporting the procurement of IT products and services are extensive. Central to GSA's offering is GSA Schedule 70. The GSA MAS program is the largest procurement vehicle in the U.S. government, and GSA MAS 70, is the most widely used acquisition offering in the federal government. In fact, nearly one-third of all GSA MAS vendors are available through GSA MAS 70, providing an extensive array of services and products from a pool of more than 5,000 vendors. GSA MAS 70 has Special Item Numbers (SINs) containing approved products and services in the following areas:

> *132-60 Access Certificates for Electronic Services (ACES) Program*
>
> *132-61 Public Key Infrastructure (PKI) Shared Service Provider (SSP)*
>
> *132-62 Homeland Security Presidential Directive 12 (HSPD-12) Product and Service Components*

GSA also operates the SmartBuy program offering numerous data security and other commercial off-the-shelf software packages with negotiated pricing and blanket purchase agreements already in place.

Assisted Services and additional contract vehicles, such as GWACs are also alternative acquisition methods for IT products and services.

Information about all of the acquisition options above can be accessed at www.gsa.gov/securitysolutions.

A Look Ahead

As agencies work to close security gaps, expand the risk model, enhance functionality, and keep pace with new technology and new directives, security measures will continue to grow more complex and integrated. The realities that shape our workplace will continue to change as we integrate our approach to protect what matters.

Glossary

HSPD-12

Homeland Security Presidential Directive 12, a policy for a Common Identification Standard for Federal Employees and Contractors. Signed on August 27, 2004, HSPD-12 directs the implementation of a new standardized badging process, which is designed to enhance security, reduce identity fraud, and protect the personal privacy of those issued government identification.

FIPS 201

Federal Information Processing Standard 201, the federal standard for secure and reliable forms of identification developed by the Department of Commerce as directed in HSPD-12. The Department of Commerce's National Institute of Science and this memo specifies the compliant architecture and a description of the minimum technical requirements for a Federal Personal Identification Verification (PIV) system.

OMB Memorandum M-05-24

OMB HSPD-12 Implementation guidance relating to GSA and FIPS 201.
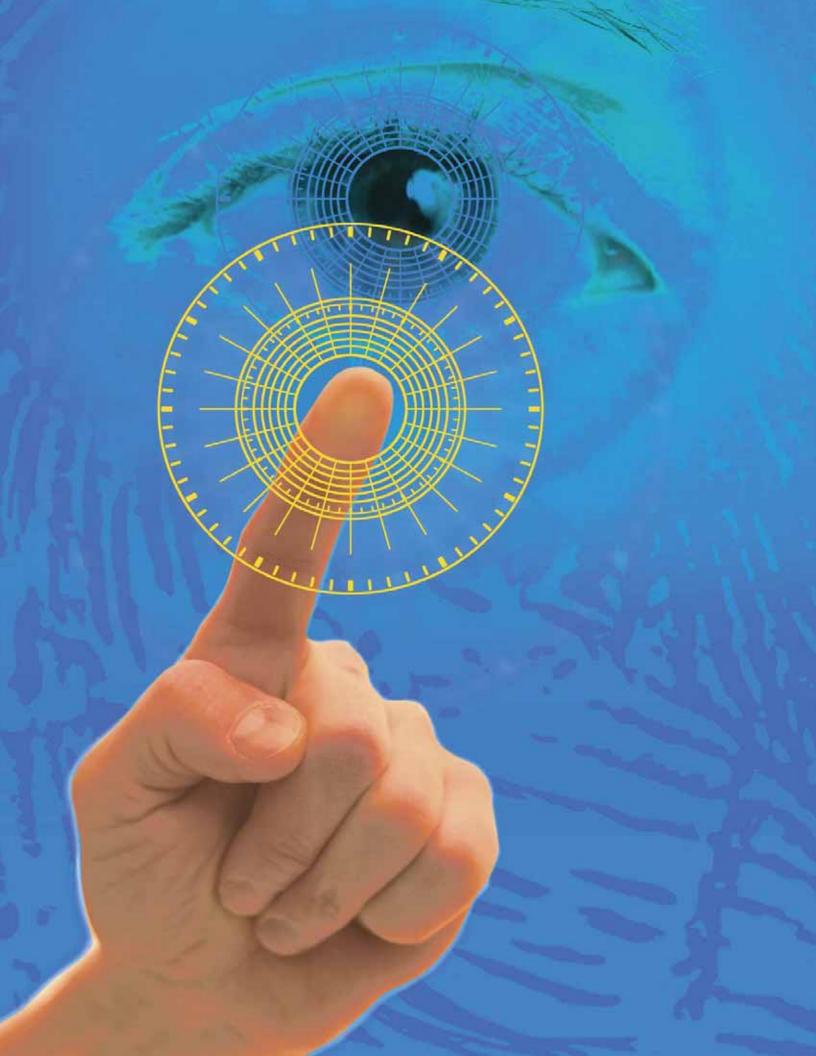
FIPS 201 Evaluation Program

Implementation of FIPS 201 architecture in the evaluation of products. This includes GSA's approved products list.

HIPAA

Health Insurance Portability and Accountability Act of 1996. This act mandates protection of confidentiality and security of health data through setting and enforcing standards.

Federal Information Security Management Act of 2002 (FISMA)

Mandates protection of federal information through a comprehensive framework with strict controls and oversight.

Federal Identity Credentialing Committee

Provides recommendations for the development of an interoperable identity management infrastructure for federal organizations in accordance with HSPD-12.

Security Convergence

Integrating Acquisitions to Support Security Solutions

You Spoke and We are Listening!

The resounding message from customer agencies using GSA contract vehicles to implement security initiatives is that integrating once-separate security and IT functions requires acquisition tools allowing the procurement of equipment and services in an integrated manner.

Customers are utilizing GSA's Multiple Award Schedules program for increasingly more complex requirements. GSA's MAS program offers customers:

- Thousands of industry partners under existing SINs.
- Electronic tools such as eBuy to post requirements and obtain quotes quickly.
- Ease of buying.
- Contractor team arrangements for complex requirements.

As a result, GSA is providing additional information, tools, and support via the MAS program to create effective solutions-based procurements. A solutions-based approach will bridge the gap between Schedules. GSA's goal is to provide the information, training, and expertise, in conjunction with industry knowledge, to enable the customer to obtain needed services and products from the existing Multiple Award Schedules (MAS).

An integrated use of the GSA Multiple Award Schedules can effectively support security convergence efforts with products and services by leveraging existing MAS contracts more effectively. The home base for this effort can be found at **www.gsa.gov/securitysolutions** or by emailing **securitysolutions@gsa.gov**. One of our experts will respond to your questions in a timely fashion because we know you need answers fast!

Security Solutions

MAS 70 IT
- HSPD-12
- Purchase of IT Equipment
- IT Services
- Purchase of Software
- And More...

MAS 84 Law Enforcement
- Access Control
- Guard Services
- Law Enforcement Support Products

MAS 520 Financial and Business Services
- Credit Monitoring
- Risk Assessment
- Data Breach Analysis

MAS 874 Mission-Oriented Business Services
- Consulting Services
- Facilitation Services
- Training Services
- Survey Services

And many more...

Interoperable and Integrated, Not One-Size-Fits-All

Serving multiple agencies underscores to GSA that federal agencies face different challenges. Agencies have vastly different missions; from operating embassies overseas, approving new drugs, processing tax returns, to protecting our borders. They also have different legacy systems and different strengths and gaps in current security measures. GSA Solutions are scaleable to any level of complexity from a single product to a total security services solution.

Whether you are looking for a single replacement camera or full-on security lifecycle support, we can help.

GSA*Advantage!*® and eLibrary can help you find exactly what you are looking for at **www.gsaadvantage.gov** and **www.gsa.gov/elibrary**. GSA invites questions to one of our security solution contracting experts at **securitysolutions@gsa.gov** as agencies work to customize a solution for their security acquisitions, or you can work directly with your local customer service director. Go to **www.gsa.gov/csd** for a complete listing.

www.gsa.gov/securitysolutions
Your resource for security solutions contracting information

Keeping up with the information, regulations, and contracting information that guides the purchase and implementation of security solutions is a job in itself. GSA designed **www.gsa.gov/securitysolutions** to meet several goals:

- To provide assistance in the execution of procurements, particularly complex, turnkey requirements
- To present MAS information in the language of the security community
- To facilitate communication and feedback between GSA and the security community
- To help customer agencies overcome with today's resource and time constraints

A Home Base
for Useful Information

www.gsa.gov/securitysolutions contains information, tools, and tips to assist security solution acquisition efforts.

Below is an example of the type of information contained at **www.gsa.gov/securitysolutions**.

Tips for Using Contractor Team Arrangements (CTA)s

Contractor Team Arrangements are one of the main tools of cross-Schedule procurements. Vendors on different Schedules may partner together under current guidance to provide total solutions to complex cross-Schedule requirements. The Ask the Acquisition Expert column on page 70 of this issue of *MarkeTips* contains information on using Contractor Team Arrangements.

Enhanced Single Schedule Solutions

GSA MAS 84 Law Enforcement and Security is now a more comprehensive Schedule with the addition of four new SINs created to support security convergence efforts.

- 246-60-1 Security Systems Integration and Design Services
- 246-60-2 Security Management and Support Services
- 246-60-3 Security Systems Life Cycle Support
- 246-60-4 Total Solution Support Products

GSA MAS 520 Financial and Business Solutions is also more comprehensive in its ability to secure information from cyber threats. Four additional SINS have been added:

- 520 17 Risk Assessment and Mitigation Services
- 520 18 Independent Risk Analysis
- 520 19 Data Breach Analysis
- 520 20 Comprehensive Protection Solutions

Cooperative Purchasing for State and Local Governments has been extended to GSA MAS 84 Law Enforcement and Security.

While interoperability in the federal government is growing, this effort is also extending to many states, especially in the disaster relief and law enforcement areas. Several states are adopting the same PKI standards.

Congress recently approved the use of MAS 84, Law Enforcement and Security, by state and local governments with the interim rule currently being drafted.

Mapping to Security Architecture.

GSA has identified the following areas of security architecture as being influenced by security convergence efforts. This means noticeable procurement trends in these areas are expected. Often the best solution can be built using multiple Schedules. To simplify the process of building a multiple Schedule solution, GSA is cross referencing Schedules and SINs into security architecture convergence points. See the map for Identity Management on pages 34-35. Maps for the other security architecture areas are available online at **www.gsa.gov/securitysolutions**.

The architecture areas are:

ID Management	Safeguarding Information
Compliance Support	Physical Security
Security Systems	IT Services and Products

Additional Features of
www.gsa.gov/securitysolutions

1. GSA Assistance

Streamlined access to security specific customer support through a single point on contact. Email us at **securitysolutions@gsa.gov**.

2. Educational Resources

Information on contracting for total solutions like Contractor Team Arrangements will be included. Tips on defining requirements and creating SOWs for best and compliant results, and links to additional online training courses are also available.

3. Library

A list of the current regulations, memorandums, and information all in one place.

As the government's largest procurement agency, GSA streamlines your access to a wealth of innovative security solutions. Make GSA your single source for complete security solutions. We are ready and able to assist you in any way to achieve your security goals, and to ultimately, protect what matters.

Schedule 84

SIN 246 60 1
Security Systems Integration and Design Services

SIN 246 60 2
Security Management and Support Services

SIN 246 20 3
Miscellaneous Alarm and Signal Systems. Audible/Visual Warning/Signaling Devices

SIN 246 35 6
Other Access Control Systems

SIN 246 20 2
Miscellaneous Alarm and Signal Systems

SIN 246 20 1
Miscellaneous Alarm and Signal Systems. Process Monitoring/Fault Reporting Devices or Systems

SIN 246 35 1
Access Control Systems, Door Entry Control by Card Access, Magnetic Proximity

SIN 246 35 2
Access Control Systems, Door Entry Control by Touch Access, Dial, Digital, Keyboard, Keypad

SIN 246 35 3
Access Control Systems, Parking Access Control

SIN 246 35 4
Access Control Systems, Emergency Exit Door Access/Alarm Systems for Security and/or Fire Safety

SIN 426 99
Introduction of New Services/Products Related to Law Enforcement and Security Equipment.

SIN 246 52
Professional Security/Facility Management Services

Schedule 70

SIN 132 8
Purchase Of Equipment

SIN 132 32
Term Software License

SIN 132 33
Perpetual Software License

SIN 132 34
Maintenance of Software

SIN 132 50
Classroom Training

SIN 132 51
Information Technology Services

SIN 132 53
Wireless Services

SIN 132 62
Homeland Security Presidential Directive 12 (HSPD-12) Product and Service Components

SIN 132 60
Access Certificates for Electronic Services (ACES) Program

Schedule 66

SIN 66 122
Video Image Analyzers and Analysis Systems

Schedule 36
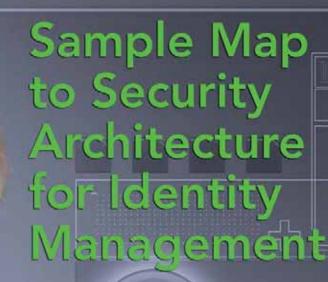
SIN 47 147
Security Applications for Business Machines

Sc

SIN
Clo
Sur
Incl
Par

42° 51.97'
42° 52.31'
42° 52.29'
40° 48.26'
40° 47.90'
40° 47.95'

Sample Map to Security Architecture for Identity Management

Security functions with similar responsibilities and duties often have similar needs and buying interests. GSA can specifically address these communities with information and tools. Since the buying interests typically cross several GSA MAS contracts, tailoring tools and information for communities is an important service.

hedule 58 I

58 5
sed Circuit and Other
veillance Equipment,
uding Spare & Repair
ts and Accessories

74° 45.76' 18
74° 45.72' 18
74° 45.49' 18
73° 35.12' 18
73° 38.29' 18
73° 38.32' 18

Schedule 874 V
SIN 874 504
Deployment Logistics
Services

Schedule 520
SIN 520 17
Risk Assessment and Mitigation Services
(not yet available)
SIN 520 18
Independent Risk Analysis
(not yet available)
SIN 520 20
Comprehensive Protection Solutions
(not yet available)

H|O|F
Homeland Office Furniture

A Service Disabled Veteran Owned Small Business

PACKAGED OFFICE CONTRACT GSA # GS-28F-0037R

PACKAGED FURNITURE GSA Schedule # 71 II H

Our years of experience make us the foremost interiors specialist catering to federal government agencies and their contractors.

As a Service Disabled Veteran Owned Small Business, Homeland Office delivers a complete turnkey solution that fits all budgets and environments.

With our extensive package and related professional services, we are dedicated to "getting it right".

Products & Services

Office Furniture
Dorm and Quarters
Healthcare
Carpeting
Appliances
Modular Millwork
Window Treatments
Wall Art and Signage
Design Support
Project Management
Installation and Delivery
Storage & Warehousing
Rentals and Leasing
and more....
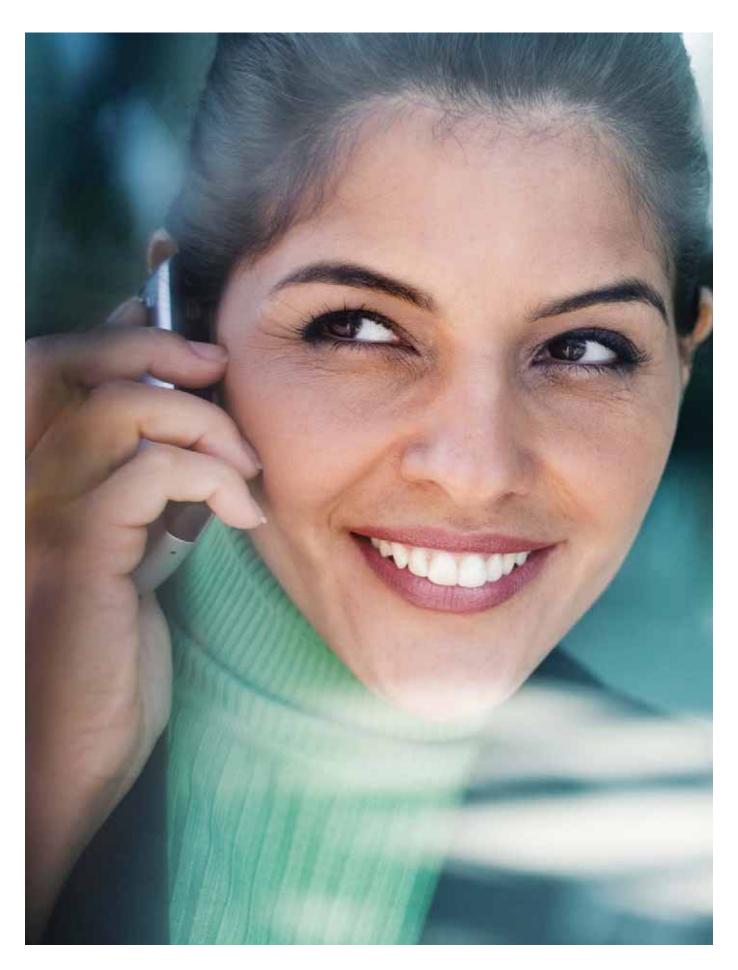
"Safety in Buying Practices"

GSA Advantage!®
www.gsaAdvantage.gov

www.homelandoffice.com
**866.982.0397**

Streamlining
Mobile Communications
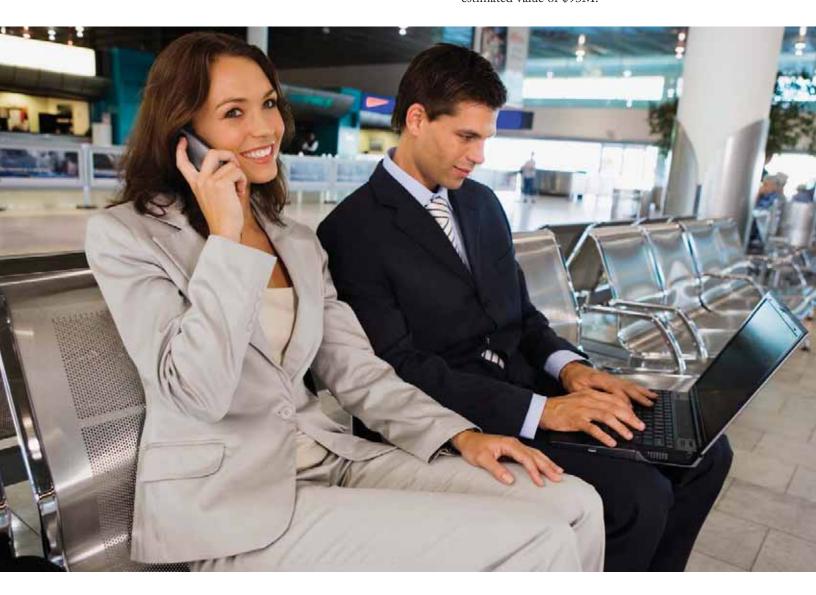
Strategic Sourcing Initiative Targets Wireless Communications

Today, the federal government spends over $430 Billion annually on the purchases of goods and services. Due to the sheer magnitude of government purchasing, the Office of Federal Procurement Policy (OFPP) out of OMB released a memorandum in May 2005 announcing the introduction of strategic sourcing as a governmentwide requirement for all federal agencies. In order to support the OMB requirements on strategic sourcing, Treasury and GSA, with support from OFPP, partnered to launch the Federal Strategic Sourcing Initiative (FSSI) in November 2005, inviting all federal agencies to participate in working together to address the requirements of OMB's request. FSSI vehicles have tremendous savings potential, opportunities to increase socio-economic participation and create long term efficiencies through business process re-engineering.

As the executive agency working on behalf of the entire government, GSA manages all aspects of the sourcing process for the latest FSSI vehicle: Wireless Telecommunications Expense Management Services. With the rise in wireless devices and services to enable mobile communications, many agencies have had difficulty strategically managing these programs and ensuring the most efficient and effective provisioning of services. The FSSI Wireless TEM contract scope was developed by a cross agency working group to meet this need and provide a readily available contract to acquire expense management services.

The FSSI Telecommunications Expense Management (TEM) Services contract was awarded on January 11, 2008. This contract provides federal government agencies with market-leading wireless TEM services, which will streamline the management of wireless devices and ultimately lower the total cost of commercial wireless services.

The Wireless TEM Services awardees include both large and small businesses: iSYS (large), Booz Allen Hamilton (large), and Avalon Technology (small). These IDIQ contracts have a base period of 24 months with three 12-month options and an estimated value of $93M.

The Wireless TEM Services providers offer solutions capable of managing wireless telecommunications assets and services throughout their lifecycle starting with the ordering process, through operational use, and including collection and disposal. Services, both core and optional, include:

- Wireless Service Contract / Agreement Administration
- Inventory Management
- Rate Plan Optimization
- Management Reporting
- Invoice Management and Audit
- Contract Optimization
- Ordering and Procurement
- Bill Payment
- Dispute Recovery
- Device Disposition/Disposal

Agencies have the opportunity to place orders directly with the vendors once the fair consideration process has been completed. This offering, referred to as "direct order/direct bill," affords agencies the opportunity to more efficiently place orders for service and act on invoices upon receipt. Agencies electing to use the full services of GSA's Office of Assisted Acquisition Services can rely upon skilled acquisition staff to place orders with the vendor and administer the task through completion.

For more information, visit **www.gsa.gov/fssitem**.

TAKE
CHARGE

GSA SmartPay® 2 is within your reach.

The current GSA SmartPay® program will expire on November 29, 2008. The new GSA SmartPay® 2 cards must be used starting November 30, 2008. The updated charge card program will feature enhanced customer service, new products and services, increased security, and much more.

To get a hold of more information about GSA SmartPay® 2, visit www.gsa.gov/gsasmartpay

A Change is in the Cards
GSA SmartPay® 2

GSA

U.S. General Services Administration

5-08-00191
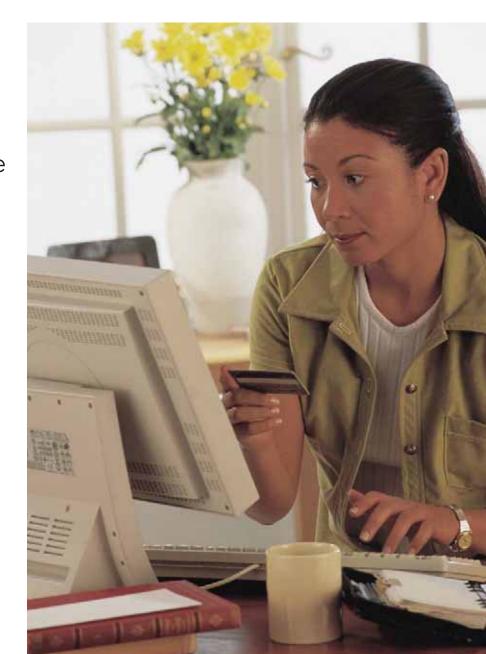
GSA Smartpay® 2

A Change Is In The Cards

Established in 1998, GSA SmartPay® is the largest government charge card program in the world. The program allows over 350 government agencies and organizations to issue task orders against five existing master contracts to obtain charge card products and services to support their missions and operations.

Government cardholders can pay for commercial goods and services, travel related expenses, and fleet expenses through purchase, travel, fleet, and integrated (i.e. combination of two or more of the three business lines) charge cards. The GSA SmartPay® cards continue to remain the preferred payment method of the government with over three million cards in circulation, including more than two million travel cards and nearly 300,000 purchase cards, as well as over 700,000 fleet cards.

The GSA SmartPay® program offers savings and efficiency to the government with an estimated $1.8 billion in administrative processing cost avoidance in FY07 for purchase cards alone. In addition, travel cards provide access to the GSA City Pair Program, which saves the government approximately $2.8 billion per year.

The current GSA SmartPay® master contracts will expire on November 29, 2008. The Office of Charge Card Management is transitioning to a new program titled GSA SmartPay® 2. The updated charge card program will feature enhanced customer service, new products and services, increased security, and much more.

Beginning November 30, 2008, all participating agencies must be transitioned to the successor GSA SmartPay® 2 program. Under GSA SmartPay® 2, three contractors will provide the GSA SmartPay® purchase, travel, fleet, and integrated charge cards. These three contractors include: Citibank, JPMorgan Chase Bank, and U.S. Bank.

All government agencies and organizations that utilize the GSA SmartPay® program are required to begin using their new GSA SmartPay® 2 cards on November 30, 2008. The current GSA SmartPay® cards will NOT be useable after November 29, 2008.

How do I identify the GSA SmartPay® 2 charge cards?

All GSA SmartPay® 2 charge cards will use one of the four designs shown on the next page. Additionally, all cards will continue to display the GSA SmartPay® logo and include the phrases "United States Government" and "For Official Use Only."

In addition to the new card designs, new Bank Identification Numbers (BINs) have been finalized for the charge cards under the GSA SmartPay® 2 program. These numbers, which can be found as the first six numbers in the sequence on the card, are used to identify important information about the card and its user.

GSA SmartPay® 2 cardholders may carry the following cards: Visa, MasterCard, Voyager and Wright Express. However, Voyager and Wright Express cards may only be used for fleet related purchases.

The first four digits of the BIN for each type of charge card under GSA SmartPay® 2 are as follows:

Purchase		Fleet	
MasterCard	5568	MasterCard	5565
MasterCard	5565	MasterCard	5568
VISA	4716	Voyager	8699
VISA	4614		
VISA	4486		

Travel		Debit/Prepaid	
MasterCard	5568	MasterCard	5564
MasterCard	5565	MasterCard	5568
VISA	4486	MasterCard	5565
VISA	4614	VISA	4614

How do I learn more about the GSA SmartPay® 2 program?

For more information, please visit the GSA SmartPay® 2 section of the GSA SmartPay® Web site at **www.gsa.gov/gsasmartpay** or contact Dana Blank at (703) 605-2790 or **dana.blank@gsa.gov**.

Focused

PROFESSIONAL ENGINEERING SOLUTIONS

When the success of your mission requires technical expertise from industry, depend on the resources of Professional Engineering Services Schedule 871.
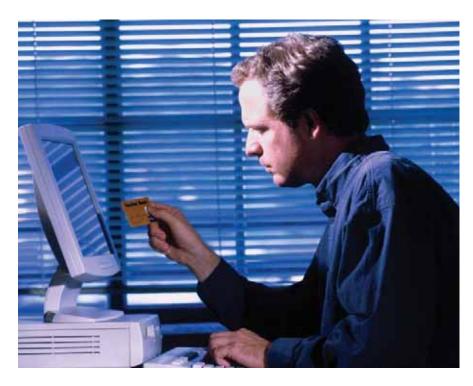
GSA Schedule vendors have the expertise necessary to support high-level organizational engineering requirements by offering a full range of engineering solutions at all phases. Whether your project's engineering demands stem from a major discipline — mechanical, electrical, chemical, civil — or a specialized field — aerospace, nuclear, bioengineering — our streamlined approach delivers productive resources quickly and efficiently to keep your procurement on schedule and on budget.

GSA is here to help. Visit **GSA.GOV/engineering**

AT YOUR SERVICE

GSA

Federal Acquisition Service

Ask the Requisition Expert

Welcome to GSA's "Ask the Expert" column. This column will answer questions about the GSA SmartPay® 2 program and its impact on GSA Global Supply customers.

We Want to Hear from You!

We would like to gather your questions in advance and then respond to them. Please send any questions to **asktheexpert@gsa.gov**. You may well see your question in our next edition!

Question: **What is GSA SmartPay® 2?**

Answer: GSA SmartPay® 2 represents the "next generation" of purchase, travel and fleet cards for use by federal employees. The new cards will be distributed this fall and will take effect on November 30, 2008. Since that is the Sunday following Thanksgiving Day, it should help minimize any transition difficulties since relatively few employees will be traveling, fueling, or purchasing over that holiday weekend.

Question: **Will this change affect me?**

Answer: If you are a cardholder, the change will affect you. Even if you recently received a replacement card, the original GSA SmartPay® contracts with participating banks expire on November 29. You will still receive a new card (or multiple cards if you have multiples now) that can and must be used starting on November 30.

Question: **Will I receive a new card number?**

Answer: Yes. Even if your agency selects the same bank to provide cards under the GSA SmartPay® 2 program as it uses now, you will receive a new card with a new account number. The new card has a different appearance (shown on page 45) and will have a different account number for you.

Question: **Is it likely that my new card will come from a new bank?**

Answer: That decision is up to your agency. GSA's role in administering the GSA SmartPay® 2 program is to negotiate the broad agreement with interested banks to provide purchase cards, travel cards, and fuel cards. Participating banks for GSA SmartPay® 2 are Citibank, US Bank, and JPMorgan Chase. Individual agencies were able to evaluate the specific features of each bank's offering, including the option to combine different functions into an "integrated," or multi-purpose card. Agencies could then select the card provider that best met their requirements. Since spring 2008, agencies have been making those determinations and preparing transition plans, including the logistics of distributing the cards and communicating the details to affected employees.

Question: **How many GSA SmartPay® cards are in use now?**

Answer: During FY 07, approximately 283,000 purchase cards were used for 25 million transactions. More than 820,000 fleet cards were in circulation, along with approximately two million travel cards.

Question: **Will the new generation of GSA SmartPay® cards change how I shop from GSA Global Supply?**

Answer: No. Customers can continue to use their government purchase card through November 29 to purchase any of the 300,000 plus items available from GSA Global Supply. Starting November 30, they can use their new cards to continue purchasing from GSA.

Question: **How can I use my purchase card with GSA Global Supply now?**

Answer: GSA offers a variety of ordering mechanisms that welcome the purchase card. Callers to (800) 525-8027 and fax orders sent to (800) 856-7057 can both use the card, as can visitors to the GSA Global Supply Web site at **www.GSAglobalsupply.gsa.gov** or the GSA *Advantage!*® site at **www.gsaadvantage.gov**. Walk-in customers to our stores in San Francisco, Alaska, and Hawaii can use the card, along with users of several dozen GSA-supplied retail operations in Europe, Asia, and here in the U.S. at military bases like Camp Lejeune or the Naval Aviations Depot in Jacksonville, FL.

Question: **Do many customers use the purchase card with GSA?**

Answer: Because of the safety, simplicity, and flexibility of the GSA SmartPay® program, many customers rely on it for purchasing their supplies. In the month of April 2008 alone, GSA Global Supply processed more than 72,000 purchase card transactions with a value of more than $12 million.
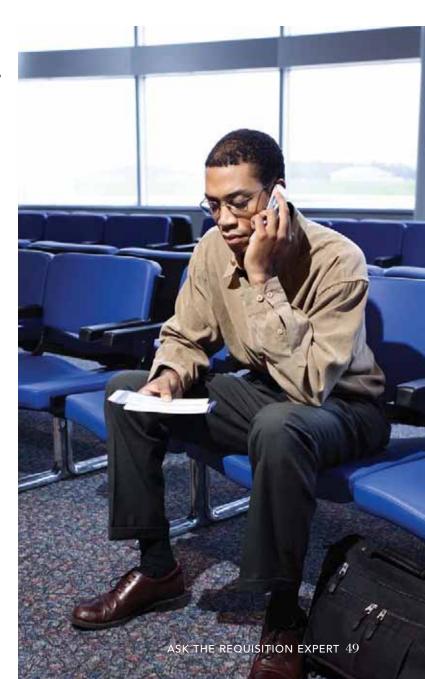
Question: **Do customers have to use the purchase card to buy from GSA Global Supply?**

Answer: No. While we routinely handle thousands of purchase card transactions on a normal business day, GSA Global Supply also welcomes orders from buyers using their Activity Address Code (AAC) or its equivalent. In effect, customers can authorize GSA to debit their accounts at the Treasury Department to pay for the office supplies, tools, computer products or other items purchased from GSA. While the number of these orders tends to be smaller, the average dollar volume is much greater. A military unit in Iraq can use its DoDAAC to place a single order that is far larger than that of a single cardholder.

Question: **How can I find out more about the upcoming transition to GSA SmartPay® 2?**

Answer: Your current management and card program coordinators will provide information on your agency's transition plans, but a great deal of information about the general program can be found at **www.gsa.gov/smartpay**.

Where government works.

National's office solutions ensure that comfort and efficiency are at work for you everyday. National prides itself on a reputation built on quality and reliability.
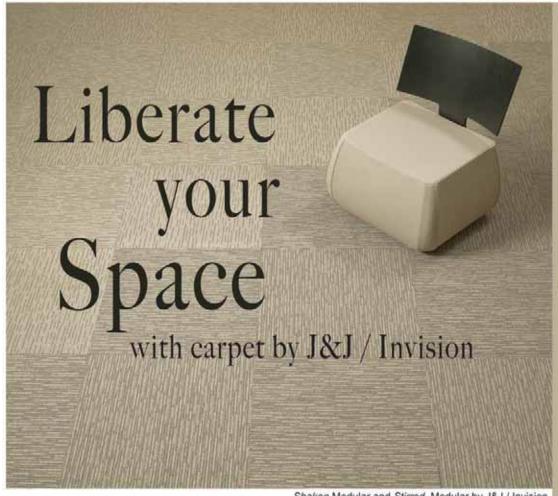
For more information, visit **www.nationalonline.com** or call 800.647.2010 for the nearest authorized National GSA dealer. Reference Contract #GS-29F-0177G with Kimball International Marketing, Inc. dba National Office Furniture: Schedule #71 Part 1 Office Furniture.

NATIONAL | Furniture with Personality

GSA Advantage!®
www.gsaadvantage.gov
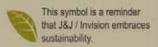
Crossing the Line

Managing the Movement of People and Cargo over International Borders

At the very western tip of Texas is El Paso, a city whose proximity to Mexico makes it a gateway to the United States. Paso del Norte is just one of the many border crossing stations along the United States/Mexican border. Twenty five thousand people come into the United States *every day* at this crossing alone. This tide of humanity is looking to work, shop, visit family, or go to school – and to take advantage of opportunities not available to them in Mexico. Each of those 25,000 people must be checked and processed through the border station to ensure they are entering the country legally. In addition, more than 6,000 vehicles must be cleared through automobile processing lanes. Imagine the level of organization and efficiency needed to manage this daunting task.

*W*ithin the Department of Homeland Security, U.S. Customs and Border Protection, or CBP, protects our nation's borders from terrorism, human and drug smuggling, illegal migration, and agricultural pests while simultaneously facilitating the flow of legitimate travel and trade.

As the nation's single unified border agency, CBP's mission is vitally important for the protection of the American people and the national economy. Nearly 44,000 CBP employees work in a variety of ways to secure the nation's borders both at and between the official ports of entry and also to extend our zone of security. Employees continually incorporate the core values of vigilance, service to country, and integrity into their actions.

Border Security

CBP is responsible for guarding 7,000 miles of border the United States shares with Canada and Mexico and 2,000 miles of coastal waters surrounding the Florida peninsula and off the coast of Southern California. The agency also protects 95,000 miles of maritime border in partnership with the U.S. Coast Guard. To secure this vast terrain, more than 13,000 CBP Border Patrol agents and CBP Air and Marine agents, and approximately 20,000 CBP officers and agriculture specialists, together with the nation's largest law enforcement canine program, stand guard along America's front line.

Keeping Things (and People) Moving

While carrying out its priority anti-terrorism mission, CBP must also work to facilitate the movement of legitimate trade and travelers, as the agency processes all people, vehicles, and cargo entering the United States. On a typical day in fiscal year 2006, CBP processed approximately 1 million passengers and pedestrians; 71,000 containers; 327,000 privately owned vehicles; and 85,000 shipments of goods approved for entry.

CBP screens all travelers entering the United States using a risk-based approach. Automated advance data combined with intelligence and new biometric travel documents are tools that facilitate travel while keeping our borders safe. In addition, CBP has established expedited traveler programs that facilitate the entry process for frequent travelers who have undergone prior screening of their biographical and biometric data.

The agency also seeks to protect the nation from illegitimate international travel. Therefore, CBP recently established the Office of Alien Smuggling Interdiction, as a means of fighting human trafficking and smuggling.

The agency accomplishes this by gathering advance data regarding incoming and outgoing people, conveyances, and goods to focus its law enforcement resources on high-risk individuals and items. The agency also uses technology, such as non-intrusive inspection devices, to make the most of its resources.

Further, CBP established the National Targeting Center (NTC) as an anti-terrorism tool, consolidating and analyzing information across several agencies to help prevent further acts of terrorism and national security concerns. The NTC uses automated risk management at a national level to provide tactical targeting expertise to support the nation's anti-terrorism efforts.

Facilitating Trade

Trade and tariff laws are enforced by CBP import and entry specialists and other trade compliance personnel. This helps to ensure that industry operates in a fair and competitive trade environment. The agency also maintains an aggressive and comprehensive intellectual property rights (IPR) enforcement program that devotes substantial resources to combating trade in counterfeit goods at United States borders and around the world.

GSA Renovation in El Paso

CBP is currently involved in a massive renovation project (managed by GSA) at the Paso del Norte and Ysleta crossings in El Paso. While the new facilities are being built, CPB has had to rely on temporary quarters. At the onset of the project GSA helped in the massive effort to transition the entire operation into temporary quarters with no interruption in service. In addition to physical operations, computer systems also had to remain functional during the transition, which was a major challenge met by GSA and CBP.
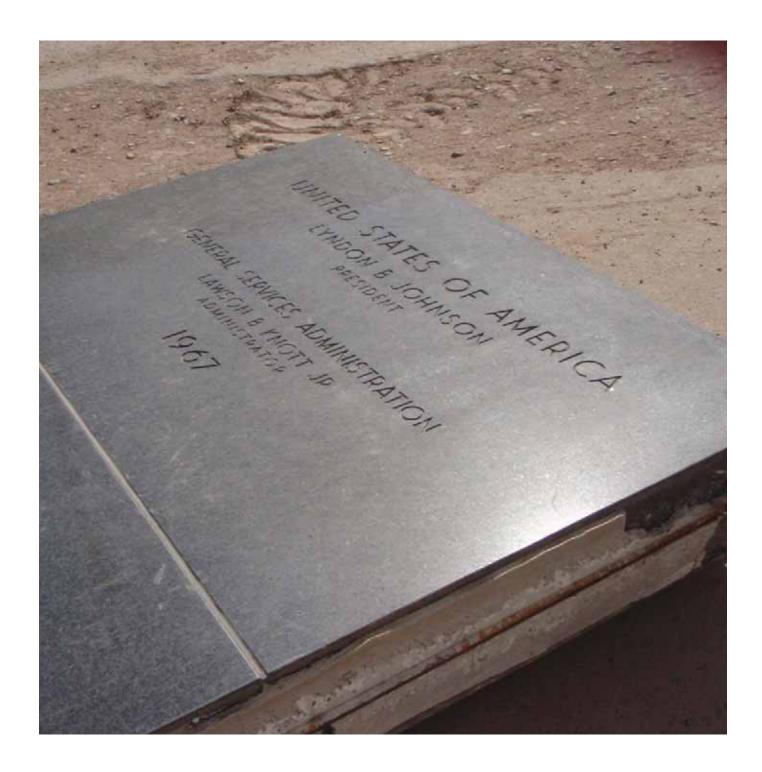
CBP requires specialized facilities to handle the level of pedestrian traffic, whether temporary or permanent. In setting up temporary quarters, trailers had to meet penal codes for detaining

individuals securely and safely, and other specialized requirements had to be met. For example, doors of the cells had to include a mid level window so that officers can view detainees while sitting at their desk. The risk and the reality of suicide attempts in these facilities is a major concern. CBP also requires laboratory facilities to do agricultural inspections to ensure the safety of products crossing the border.

GSA has helped bridge the gap between CPB and the contractor by communicating these stringent requirements to the contractor to ensure that the CBP expectations and needs are met.

Preserving a Piece of History

During the demolition process at Paso del Norte, a cornerstone was found from the original building. Nearly demolished, the large piece of engraved green marble was saved, and later a time capsule was found inside the stone from when the building was originally constructed.

The time capsule contained images and original plans from the 1967 building project. A scrapbook was included containing project details, speeches, a copy of the Chamizal Treaty, and other documents related to the project.

Ysleta

The Ysleta crossing is also undergoing major renovations. Traffic lanes are being expanded and updated to better handle the volume of trucks that cross the border each day. Cargo is scanned using x-ray and gamma ray equipment and imaging is used to identify interior anomalies in cargo and possible discrepancies in content (smuggling).

The majority of the construction is occurring within the cargo facility and at existing structures and is being completed without any noticeable impact on commercial traffic or other port users. The project will increase inspection capacity at the Ysleta cargo facility and streamline the overall inspection process. Workers are currently building eight new commercial truck primary inspection booths. When completed, traffic will be rerouted from the original six booths to the new booths, increasing total lanes available from six to eight.

Another part of the project that will streamline the cargo inspection process is the construction of a new exit gate at the southeast corner of the cargo lot. The benefit of the new gate is two-fold. First, trucks that do not require secondary inspections will not need to navigate the entire compound to exit. Second, the exit gate is adjacent to the Texas Department of Public Safety inspection facility just outside the federal compound, easing the transfer of trucks from the federal to the state facility.

"These changes will increase inspectional capacity and improve traffic circulation within and around the Ysleta cargo facility," said Arthur Gonzales, CBP acting El Paso Port Director. "These improvements will serve CBP and the trade community well for many years to come."

Canine Officers

The Ysleta facility also houses a canine unit. The dogs are housed in a kennel and are specifically trained to detect illegal substances such as drugs. All CBP dogs are trained in Front Royal, Virginia at CBP's main canine training facility and deployed from there.

More specific canine training occurs once the dogs arrive at the Ysleta facility. Handlers are given the option to adopt their dogs when the canine is retired from service. One canine officer was recently inducted into the Animal Hall of Fame at the El Paso Zoo for his heroic efforts.

Improved Efficiency and Protection
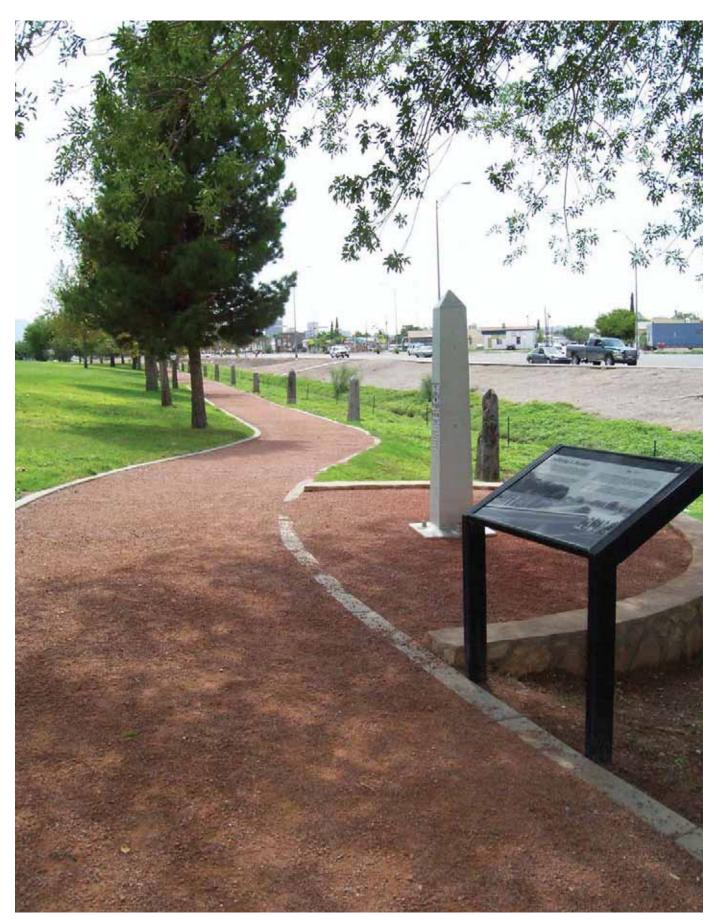
Due to be completed in 2008 and 2009 respectively, the massive renovations at Ysleta and Paso del Norte in El Paso are indicative of the dawning of a new age in border security, one that relies on a highly sophisticated, integrated approach to the movement of people and goods across our borders.

CBP integrates modern technology, deploys highly trained law enforcement personnel, and develops industry partnerships to secure America's borders while facilitating legitimate trade and travel. GSA is proud to play a role in ensuring CBP is fully equipped to achieve this very important mission.

Meandering Paths

The Chamizal Treaty and the History of the United States/Mexican Border

The Chamizal Convention of 1963 was

a milestone in diplomatic relations

between Mexico and the United States.

U.S. President John F. Kennedy

and Mexican President Adolfo Lopez Mateos

met to discuss the "Chamizal Issue",

which had been a sore point

between the two nations for nearly a century.

The walking trail follows the former boundary line between the United States and Mexico.

U.S. President Lyndon B. Johnson and Mexican President Adolfo Lopez Mateos unveil the new boundary marker signalng the peaceful end of the Chamizal Issue.

The 1848 Treaty of Guadalupe Hidalgo established the Rio Grande River as the boundary line between a more than 1,000-mile stretch of the United States and Mexico border. One problematic area of this boundary was between the two densely populated communities of El Paso, Texas and Ciudad Juarez, Chihuahua. As time went on, the river gradually, and sometimes suddenly, shifted its course between the two cities leaving families with parts of their property on the other side of the river. As questions of ownership arose, animosity between neighbors grew as well.

During the height of the Cold War, President Kennedy felt it was important to finally settle the dispute in order to strengthen ties with Mexico. Unfortunately, Kennedy did not live to see the agreement finalized. It was U.S. President Lyndon B. Johnson and Mexican President Lopez Mateos who ultimately witnessed the settlement of the Chamizal

dispute. As agreed upon in the treaty, both countries shared the cost of cementing the river bed and building ports of entry within the major populated areas of both cities. Each nation also acquired a portion of Mexico's Cordova Island. In addition, the United States ceded the Chamizal Tract, 437 acres of South El Paso that had originally belonged to Mexico after the Treaty of Guadalupe Hidalgo.

While the Chamizal treaty was celebrated as a huge success of political diplomacy, many people were upset by its terms. Over 5,000 U.S. citizens were removed from their homes and business so the land could be given back to Mexico. In addition, Mexican business and home owners had to relinquish their claims on Cordova Island. While many individuals were personally affected by the terms of the agreement, the citizens of both countries benefited from peacefully settling the 100-year dispute. On Cordova Island,

View of El Paso's Franklin Mountains looking North on the Walking Trail.
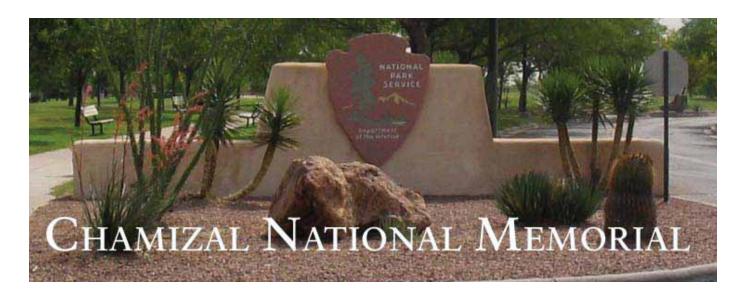

Mural painted by Carlos Flores and gifted by the Junior League of El Paso. The story of the regional blending of cultures is captured in this mural through the symbols and images of the United States and Mexico. The mural, Nuestra Herencia (Our Heritage), measures 18 by 120 feet.

Mexico established the Parque Chamizal, built several government buildings and schools and established an archeological museum. The United States constructed a highway running alongside the border, a high school, and established Chamizal National Memorial to serve as a symbol of what can be accomplished when two entities come together to discuss their differences and peacefully settle a dispute.

Chamizal National Memorial was established to commemorate this treaty, which resulted in the peaceful settlement of a century-long boundary dispute. The Memorial provides visitors with an opportunity to better understand the culture of our borderland.
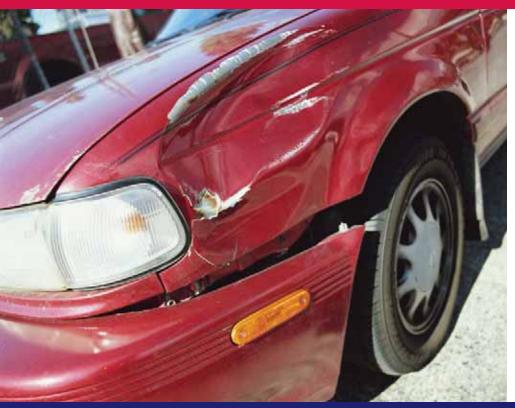
Today, Chamizal National Memorial serves as a cultural center where people from all backgrounds can experience the shared wealth of diverse cultural groups living within the El Paso/Ciudad Juarez borderland community. Through the use of the visual and performing arts and education programs, the Memorial promotes cultural awareness and preserves the sentiments behind the treaty that made the peaceful resolution a reality.

GSA

GSA Fleet – Safety is our # 1 Priority
National Driver Safety Week is October 2- 6

The Six Most Common Causes of Motor Vehicle Accidents

Distracted Driving
Causes between 25-50 percent of all U.S. motor vehicle accidents.

Gaping, or slowing down to look at another accident, is the most common cause of distracted driving accidents.

85% of the 100 million cell phone users talk on the phone while driving

Driving Fatigue

Drowsy Driving
Drowsy drivers account for about 100,000 accidents every year in the United States

Speed

Aggressive Driving

Weather

More than 41,000 people lose their lives in motor vehicle crashes each year and over two million more suffer disabling injuries, according to the National Safety Council. The triple threat of high speeds, impaired or careless driving, and failure to use occupant restraints threatens every driver—regardless of skill.

Don't become a statistic. Take the GSA's FREE Defensive Driving Online Course from the National Safety Council. Upon completion drivers receive water marked certificate to be used for reduction on their personal car insurance.

It's Fast, It's Easy, It's Free!

To Register
Go to **http://drivethru.fss.gsa.gov**
Enter your 15 digit customer number. Click on the GSA Fleet Driving Course Button. Register with all your information and click Submit. Go to My Place page, click on Safety. Go to My Course page, click on NSC Defensive Driving Course 8th Edition to begin.

KAi

KAUFFMAN
&
ASSOCIATES, INC.

SMALL BUSINESS,
BIG
CAPABILITIES

ADVERTISING & INTEGRATED MARKETING SOLUTIONS (AIMS)

Communications campaigns | Outreach to specialized populations | Strategic messaging
Multimedia and graphic design | Website design and development
Publications | Social marketing

MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

Training and technical assistance | Event planning and coordination
Facilitation and mediation | Organizational development | Strategic planning
Research and evaluation | Database design and applications

Incorporated in 1990

Offices in Spokane, Wash., and Silver Spring, Md.

27th fastest growing inner city business in the United States
Initiative for a Competitive Inner City and Inc. Magazine, 2008

"One of five great Indian-owned small businesses" – *American Indian Report*

www.kauffmaninc.com

Please contact:

Kathy Lewis, *Chief Operations Officer*
509-747-4994
GSA@kauffmaninc.com

GSA *Advantage!*®
www.gsaadvantage.gov
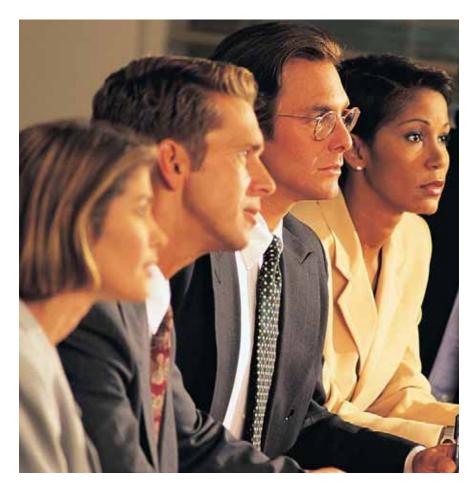
THE CONSOLIDATED SCHEDULE
Contract # GS-00F-0012S - Schedule 541, 874

American Indian-owned - Woman-owned
SBA-certified 8(a), HUBZone, Small Disadvantaged Business

Ask the Acquisition Expert

Welcome to GSA's "Ask the Expert" column. Here, we answer commonly recurring questions received about GSA's Multiple Award Schedules Program.

This month, the "Ask the Expert" column answers questions about Contractor Team Arrangements.

We Want to Hear from You!

We would like to gather your questions in advance and then respond to them. Please send any questions to **asktheexpert@gsa.gov**. You may well see your question in our next edition!

Question: **What is a GSA Schedule Contractor Team Arrangement (CTA)?**

Answer: A GSA Schedule Contractor Team Arrangement (CTA) is an arrangement between two or more GSA Schedule contractors to work together to meet agency requirements. The CTA document is a written agreement between team members detailing the responsibilities of each team member. The CTA allows the contractor to meet the government agency needs by providing a total solution that combines the supplies and/or services from the team members' separate GSA Schedule contracts. It permits contractors to complement each other's capabilities to compete for orders for which they may not independently qualify. A customer benefits from a CTA by buying a solution rather than making separate buys from various contractors.

Question: **What are the benefits of a GSA Schedule Contractor Team Arrangement (CTA)?**

Answer:

- Satisfies the customer with a single solution;
- Increases competitive edge;
- Increases market share;
- Increases visibility;
- Focuses on core capabilities;
- Obtains complementary capabilities;
- Integrates different skills;
- Offers additional opportunities with customers;
- Builds direct relationships with customers;
- Maximizes use of one or more GSA Schedule solutions;
- Shares risks and rewards;
- Allows more opportunities for small and small disadvantaged businesses; and
- Reduces the number of items Schedule contractors need to carry on their Schedule contracts, thus reducing inventory and tracking costs.

Question: **How do GSA Schedule Contractor Team Arrangements (CTAs) differ from Prime Contractor/Subcontractor Arrangements under Schedule contracts?**

Answer: In prime/sub arrangements, the relationship is very tightly defined and controlled by the prime contractor; whereas, in CTAs, the roles and responsibilities are defined by the team, as accepted by the government. The following chart summarizes key differences:

Contractor Team Arrangement (CTA)	Prime Contractor/Subcontractor Arrangement
Each team member must have a GSA Schedule contract.	Only the prime contractor must have a GSA Schedule contract.
Each team member is responsible for duties addressed in the CTA document.	The prime contractor cannot delegate responsibility for performance to subcontractors.
Each team member has privity of contract with the government and can interact directly with the government.	Only the prime contractor has privity of contract with the government and can interact with the government. The prime contractor is responsible for its subcontracting activities. (Ordering activities are encouraged to specify in the Request for Quotation (RFQ) that the use of subcontractors requires prior approval by the ordering activities.)
The ordering activity is invoiced at each team member's unit prices or hourly rates as agreed in the task or delivery order or GSA Schedule BPA.	The ordering activity is invoiced in accordance with the prime contractor's GSA Schedule contract, including any applicable price reductions.
Total solutions, otherwise impossible under individual GSA Schedule contracts, can be put together quickly and easily.	The prime contractor is limited to the supplies and/or services awarded on its GSA Schedule contract.

Question: **How can an ordering activity ensure that the responses it receives to its Request For Quotation (RFQ) are, in fact, Contractor Team Arrangements (CTAs) and not simply Prime Contractor/Subcontractor Arrangements under Schedule contracts?**

Answer: GSA strongly recommends that an ordering activity's RFQ indicates that all CTAs must be specifically identified as such, and that the CTA document be submitted to the government as part of the quotation in response to the RFQ. Do not be confused, for example, by a "Team ABC" response; the response should clearly identify that the GSA Schedule contractors are proposing a "Contractor Team Arrangement." The CTA should designate all team members, their corresponding GSA Schedule contract numbers, and describe the tasks to be performed by each team member, along with the associated proposed prices (e.g., unit prices, labor categories, and hourly rates). If applicable, the team lead should also be identified, as should the individual team members responsible for delivery, warranty, and other

issues. The ordering activity should then be able to verify that any proposed unit prices or hourly rates do not exceed the prices awarded under each team member's GSA Schedule contract and avoid any misunderstandings regarding each team member's responsibilities and prices.

Question: **Where is there more information on other GSA Schedule contractors who may want to team?**

Answer: Please visit **Schedules eLibrary** to find GSA Schedule contractors who match the supply or service criteria at **www.gsa.gov/elibrary**.

Question: **If a company has a Consolidated (formerly Corporate Contracts) Schedule contract or is on multiple GSA Schedules, can it team with myself?**

Answer: A contractor holding multiple GSA Schedule contracts may offer a solution that crosses those contracts. Such a solution would not be considered a Contractor Team Arrangement (CTA).

Question: **When should GSA Schedule Contractor Team Arrangements (CTAs) be set up?**

Answer: GSA Schedule contractors may establish a CTA in advance of any known requirement or after requirements are defined and the Request for Quotation (RFQ) issued. Having an on-the-shelf team arrangement for non-complex buys will allow the contractors to respond quickly and easily when requirements emerge. For highly complex buys, a customized CTA may be required. In either case, the CTA should include the names of the team members, their respective GSA Schedule contract numbers, and a description of the responsibilities of each team member. Agencies should review CTAs to ensure that the CTAs clearly delineate team member responsibilities and provide for coordination and cooperation between team members, thus diminishing the risk for all parties involved.

Question: **Who is responsible for crafting the GSA Schedule Contractor Team Arrangement (CTA)?**

Answer: GSA Schedule contractors are responsible for crafting the CTA document. The government is not involved in this process. When submitting a response to an

RFQ, submitting the defined CTA document as part of the response is a best practice aiding both contractors and agency customers.

Question: **Does GSA approve a GSA Schedule Contractor Team Arrangement (CTA)?**

Answer: No. The CTA is solely between the team members and cannot conflict with the underlying terms and conditions of each team member's GSA Schedule contract. As part of the review of quotations, however, ordering activities may identify deficiencies in the CTA in order to enhance the probability of successful performance.

Question: **Will GSA provide a sample GSA Schedule Contractor Team Arrangement (CTA) document?**

Answer: No. CTA documents are developed by the team members themselves and will vary from one CTA document to another. GSA strongly encourages the submission of the CTA document in response to a Request for Quotation (RFQ) so that an ordering activity may gain an understanding of how the arrangement will work, and may identify any areas of responsibility that may require clarification.

Question: **In a GSA Schedule Contractor Team Arrangement (CTA), who bills the customer?**

Answer: The CTA document should designate who is responsible for invoicing and payment. While the team lead may submit an invoice on behalf of all team members, GSA recommends that payment be made to each team member. GSA recognizes, however, that there may be instances where it is advantageous to craft the CTA document so that payment is made to the team lead who, in turn, pays each team member. Under such circumstances, the CTA document should clearly indicate that all team members agree to this payment arrangement.

The CTA document should also acknowledge that any dispute involving the distribution of payment between the team lead and the team members will be resolved *by the team members*, without any involvement by the government.

Question: **In a GSA Schedule Contractor Team Arrangement (CTA), who is responsible for reporting sales and remitting the Industrial Funding Fee (IFF)?**

Answer: Each GSA Schedule contractor is responsible for reporting its GSA Schedule contract sales and remitting the appropriate IFF.

How does the ordering activity know that all quoted items are on GSA Schedule?

Answer: In providing a total solution to an agency's requirement under a Contractor Team Arrangement (CTA), the supplies and services proposed should be identified under each team member's GSA Schedule contract. Any proposed supplies and services that are not part of a GSA Schedule contract (i.e., open market items) may be included only after all applicable acquisition regulations have been followed (see Federal Acquisition Regulation (FAR) 8.402(f)) and must be clearly labeled as such.

Question: **What happens in the event of a problem, such as warranty or performance issues?**

Answer: Since each team member in a GSA Schedule Contractor Team Arrangement (CTA) has a GSA Schedule contract, each team member is held accountable under the terms and conditions of its contract for any problems such as warranty or performance issues. The CTA document should spell out which team member is responsible, at each phase of the project. When conducting past performance evaluations, the ordering activity contracting officer should evaluate each team member accordingly.

Question: **There is a cost involved for a company to participate in a GSA Schedule Contractor Team Arrangement (CTA). How can a company recoup these costs under its GSA Schedule contract?**

Answer: The CTA document should spell out any costs associated with the arrangement and how they will be allocated among team members. Each team member should consider such costs and compensate accordingly when the team develops its price quotation. The benefits

of a CTA may more than compensate for a contractor's costs by expanding the firm's capabilities and broadening its customer base. Please keep in mind that each team member is governed by its own GSA Schedule contract, and that its price quotation cannot exceed the awarded unit prices or hourly rates under the GSA Schedule contract.

Question: **A team member's unit prices or hourly rates are much higher than another's. Can the other company charge its team member's prices/rates instead of its own?**

Answer: No. Each team member's work should be priced in accordance with its own GSA Schedule contract.

Question: **To whom does the ordering activity communicate in a GSA Schedule Contractor Team Arrangement (CTA)?**

Answer: Points of contact should be spelled out in the CTA document for the team lead and for each team member.

Question: **Can team members still use subcontractors, and if so, would the subcontractors be considered team members of the GSA Schedule Contractor Team Arrangement (CTA) if the subcontractors did not hold individual GSA Schedule contracts?**

Answer: Team members may still use subcontractors as allowed by their GSA Schedule contracts and as may be addressed in the CTA. Those subcontractors, however, would not be considered members of the "team," and the responsibility for the subcontractors would rest with the applicable team member who employs them.

Question: **Where can I obtain more information regarding Contractor Team Arrangements (CTAs)?**

Answer: To obtain a wealth of information on CTAs, visit the Center for Acquisition Excellence at **www.gsa.gov/ centerforacquisitionexcellence**.

Put Ability to

National Disability Employment Awareness Month

October 2008 marks the 20th anniversary of National Disability Employment Awareness Month (NDEAM) – a time during which Congress, the President, and programs serving people with disabilities nationwide inform the public about issues related to disability and the need to improve employment opportunities for Americans with disabilities.

In 1938, President Franklin D. Roosevelt initiated a unique federal procurement initiative to increase employment opportunities for people who are blind or have other severe disabilities by signing the Wagner-O'Day Act (now the Javits-Wagner-O'Day Act). This Act created what we know of today as the AbilityOne Program. The AbilityOne Program is administered by an independent federal agency, the Committee for Purchase From People Who Are Blind or Severely Disabled. The agency works with two national nonprofit agencies, National Industries for the Blind and NISH (serving people with a range of severe disabilities) to help more than 600 community-based nonprofit agencies employ people with disabilities on federal contract work.

Presidential attention continues today – 70 years later. In his February 2008 AbilityOne memorandum to the heads of all executive departments and agencies titled *Federal Support for the AbilityOne Program*, President George W. Bush said, "Americans with disabilities make valuable contributions to our country's workforce....Expanding employment opportunities....will help ensure that our economy is drawing on the talents and creativity of all its citizens and that America remains a place of opportunity for all." President Bush emphasized that strong federal support is critical to fulfilling the AbilityOne employment mission, and he encouraged federal personnel to meet their acquisition needs by purchasing AbilityOne products and services.

As a follow-up to the President's memorandum, you can take advantage of October's National Disability Employment Awareness Month observance to recognize the achievements of the AbilityOne Program and the people it employs in support of you, the federal customer. NDEAM is an exceptional time to celebrate the successes of the AbilityOne Program, and numerous opportunities exist

Work for You

Myths, Misconceptions & Realities of Disability

TRUE or FALSE

___1. People who are deaf cannot speak.

___2. People with disabilities live very different lives than people without disabilities.

___3. It is important to place people with disabilities in jobs where they will not fail.

___4. People with disabilities are not more likely to have accidents than other employees.

___5. Persons who are deaf or hard of hearing make ideal employees in noisy work environments.

___6. Certain jobs are more suited to people with disabilities.

___7. People who are blind have exceptional hearing.

___8. Persons with disabilities are unable to meet performance standards, thus making them a bad employment risk.

___9. People who use wheelchairs cannot work in a fast-paced, pressure job.

___10. People with disabilities tend to do work of higher quality than employees without disabilities.

throughout the year to celebrate and inform – new contract awards, ribbon-cutting ceremonies, milestones, visits by prominent individuals, and awards presentations.

People who are blind or have other severe disabilities remain one of America's greatest untapped labor resources, and U.S. Census surveys indicate that approximately 60 percent of working age people with disabilities are not employed. The Americans with Disabilities Act and other laws have broken through many of the barriers that have kept Americans with disabilities out of the workforce, but attitudinal barriers remain the greatest challenge to employment. This population is a reliable workforce, capable of meeting or exceeding industry quality standards. Through employment, people who are blind or have severe disabilities achieve greater independence, reduce dependence on government support and join the ranks of taxpayers. Thank you for helping Put Ability to Work for You.

For more information contact Stephanie Lesko, Public Affairs Specialist, at **slesko@abilityone.gov** or (703) 603-2146.

TRUE or FALSE (answers)

1. People who are deaf cannot speak.

FALSE: Deafness alone does not affect the vocal cords, although it can affect a person's ability to hear and monitor the sounds they make. Some people who are deaf make a conscious choice not to use their voice while other choose to speak. The type and degree of hearing loss as well as the age of the person when they become deaf (i.e. before or after learning to speak English) also influences their speech.

2. People with disabilities live very different lives than people without disabilities.

FALSE: Overall, people with disabilities live the same as you and I. Although some ways of doing things may be a little bit different depending on the type and severity of the disability. For example, someone with limited use of their arms and legs can drive, but their car will be fitted with hand controls for gas and brakes and possibly a special handle to grip on the steering wheel.

3. It is important to place people with disabilities in jobs where they will not fail.

FALSE: Everyone has the right to fail as well as to succeed. Be careful not to hold someone back from a position or a promotion because you think there is a possibility that he or she might fail in the position. If this person is the best qualified candidate, give them the same opportunity to try that you would anyone else.

4. People with disabilities are not more likely to have accidents than other employees.

TRUE: Two studies, one conducted by the Bureau of Labor Statistics and another by the DuPont Company, support the findings that workers with disabilities performed significantly higher than their non-disabled counterparts in the area of safety. These studies included people in professional, technical, managerial, operational, labor, clerical and service areas. It evaluated individuals with orthopedic, vision, heart, health, and hearing disabilities. Conclusion: Workers with disabilities are more often aware, not less, of safety issues in the workplace.

5. Persons who are deaf or hard of hearing make ideal employees in noisy work environments.

FALSE: Loud noises of a certain vibratory nature can cause further harm to the auditory system. People who are deaf or hard of hearing should be hired for all jobs that they have the skills and talents to perform. No person with a disability should be prejudged regarding employment opportunities.

6. Certain jobs are more suited to people with disabilities.

FALSE: As with all people, certain jobs may be better suited to some than to others. While there are obvious bad job matches (such as someone who is blind and wants to be a bus driver, or someone who is quadriplegic and wants to be a loader for a shipping company), be careful not to pigeon hole people into or out of certain occupations based on their disability. Just because you can only think of one way to do something does not mean that other ways do not exist that are equally effective.

7. People who are blind have exceptional hearing.

FALSE: A person's vision, or lack of vision, does not affect their hearing. However, someone who is blind may depend more on their hearing than a sighted counterpart.

8. Persons with disabilities are unable to meet performance standards, thus making them a bad employment risk.

FALSE: In 1990, DuPont conducted a survey of 811 employees with disabilities and found that 90% rated average or better in job performance compared to 95% for employees without disabilities. A similar 1981 DuPont study which involved 2,745 employees with disabilities found that 92% of employees with disabilities rated average or better in job performance compared to 90% of employees without disabilities. The 1981 study results were comparable to DuPont's job performance study.

9. People who use wheelchairs cannot work in a fast-paced, pressure job.

FALSE: The ability to use a wheelchair is separate from ability to work quickly and to work under stress. Give the person ample room to maneuver their chair and let them go!

10. People with disabilities tend to do work of higher quality than employees without disabilities.

TRUE: In several studies, including those previously mentioned, it was found that 91% of the workers with disabilities scored average or higher when compared to the general workforce. Their attendance is also better.

February 11, 2008

MEMORANDUM FOR THE HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES

SUBJECT: Federal Support for the AbilityOne Program

Americans with disabilities make valuable contributions to our country's workforce that help keep our Nation the world's economic leader. Expanding employment opportunities for these individuals will help ensure that our economy is drawing on the talents and creativity of all its citizens and that America remains a place of opportunity for all. Supporting the AbilityOne Program is one good way to achieve this goal.

The AbilityOne Program (formerly the Javits-Wagner-O'Day Program) is a Federal initiative that works with public and private organizations to generate employment opportunities for Americans who are blind or have other disabilities. Nearly 43,000 individuals work in more than 600 community-based nonprofit agencies that serve people with a wide range of disabilities and sell products and services to the Federal Government through the AbilityOne Program.

The AbilityOne Program has taken steps to embrace successful business practices, including e-commerce and performance-based contracting. Strong support from Federal customers is critical to fulfilling this important program's employment mission. Therefore, I encourage you to ensure that your agency's procurement officials acquire products and services provided by the AbilityOne Program, consistent with existing law.

Additional information about the AbilityOne Program may be obtained by contacting the Committee for Purchase From People Who Are Blind or Severely Disabled or by visiting www.AbilityOne.gov.

GSA Multiple Award Schedules Classroom Training

At Your Service: Acquisition experts provide Best Value Solutions to meet *any* need.

Course Description

This course is offered to all personnel from agencies and organizations eligible to buy commercial products/services through the General Services Administration (GSA) Multiple Award Schedules (MAS) Program. It will teach Schedule users how to obtain the best value from the GSA MAS Program by using the special features associated with the program, differentiating the key tasks accomplished by GSA from those accomplished by the Schedule user, and walk through the process necessary to successfully award and administer Schedule orders.

Prerequisites:

- **A minimal level of mastery of the language and terminology used in the GSA MAS Program**

Target Audience:

The target audience includes Contracting Officers, acquisition personnel, and individuals who serve in support roles in acquiring products/services from GSA Multiple Award Schedules.

Cost:

Free. You provide the space and we provide the rest.

Course Learning Objectives

Upon successful completion of the course, participants will be able to:

- **Identify key facts about the GSA MAS Program**

- **Describe how GSA Multiple Award Schedules forge a link between the sellers of commercial products/services and government buyers**

- **Conduct successful market research on the Schedules Program by identifying and using readily available sources of market research information**

- **List key points to consider when identifying and resolving weaknesses in product requirements**

- **List key points to consider when identifying and resolving weaknesses in service requirements — commercial services and statement of work**

- **And much more**
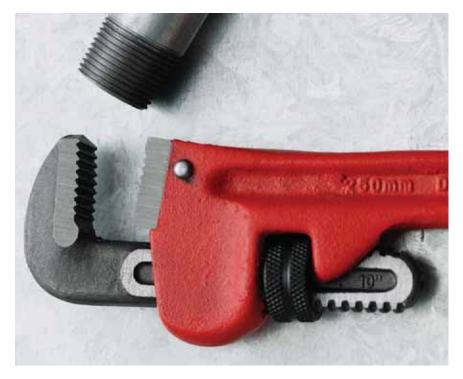
Length:

2 days of classroom training which can be customized to meet your needs. Begin your training today. Earn while you learn. Participants receive 16 Continuous Learning Points (CLPs) for the training.

For additional information on classroom training and course customization, you may call (703) 605-2568, or e-mail Rachael.Lerum@gsa.gov.

One Country. One Mission. One Source.

Ask the Personal Property Expert

Welcome to GSA's "Ask the Expert" column. Here, we answer commonly recurring questions received about Personal Property Management.

This month, the "Ask the Expert" column answers questions about GSA Auctions.

We Want to Hear from You!

We would like to gather your questions in advance and then respond to them. Please send any questions to **asktheexpert@gsa.gov**. You may well see your question in our next edition!

Question: **What is Personal Property?**

Answer: Personal property is any property, except real property (buildings/land). The term excludes records of the federal government, and certain naval vessels. Personal property items under the control of federal agencies become "excess" when determined to be no longer required for agency needs by the agency head or designee.

Question: **What is Surplus Personal Property?**

Answer: Surplus personal property is excess personal property no longer required by the federal agencies as determined by GSA. After surplus property goes through the donation process, the surviving items can be made available to the public for sale.

Question: **Are you interested in purchasing used government personal property, including: vehicles, tools, machinery, or office equipment?**

Answer GSA sells used personal property for civilian federal agencies. GSA's sales include a wide variety of items for sale to the public that would interest both individuals and businesses.

Question: **How does GSA advertise available personal property?**

Answer:
- Occasional buyers may obtain information about upcoming sales by visiting GSA Auctions® and GSA Surplus Personal Property Sales at **www.gsa.gov/property** or at **www.gsaauctions.gov**.
- GSA also advertises in local newspapers and on radio, and sometimes posts notices in public buildings.
- Highly specialized sales, or those that might generate interest nationwide, are announced in national newspapers, trade journals, and periodicals.
- GSA also advertises sales of national interest at the FedBizOpps Web site. FedBizOpps is the single Government Point of Entry (GPE) for federal government procurement opportunities over $25,000.

This site is available 24 hours a day, seven days a week, and allows vendors to register to receive email notification of opportunities in their areas of interest. Visit the site or call (877) 472-3779.

Question: **What is GSA Auctions®?**

Answer: GSA Auctions® is GSA's secure, efficient and effective online eMarketplace for the public to find and buy federal assets from cars, to jewelry, to tractors and travel trailers. Visit GSA Auctions® at **www.gsaauctions.gov**.

Question: **What are some examples of personal property that GSA sells?**

Answer:
- Agricultural, mining and construction vehicles and machinery;
- Cameras and projectors;
- Boats and airplanes;
- Communications equipment;
- Computers, printers, copiers and typewriters;
- Food preparation and servicing equipment;
- Hardware, plumbing, heating, and electrical equipment;
- Jewelry and exotic collectibles;
- Medical and laboratory equipment;
- Office and household furniture;
- Recreational and athletic equipment;
- Tools; and
- Cars, SUVs, vans, trucks.

Question: **How does GSA sell Surplus and Exchange/Sale Federal Personal Property?**

Answer: GSA, for the most part, offers property for sale utilizing their online auction Web site, **www.gsaauctions.gov**. The site offers the general public a "real-time" bidding platform giving them the opportunity to bid electronically on a wide array of personal property, and features which include searches by state, proxy bidding, online payments and instant feedback. The auctions are completely web-enabled,

allowing all registered participants to bid on single or multiple items (lots) within specified timeframes nationwide. GSA also offers different methods of sale, such as: offline auctions, drop-by, fixed price, negotiated, sealed bid, and spot bid sales. No preference is given to individuals or groups, including veterans, senior citizens, or religious organizations.

- **Auctions** (offline) - GSA holds an auction when there are a large number of items for sale in one location. In these cases, GSA uses traditional auction methods. Prospective bidders will receive descriptions, bidding instructions, and an opportunity to inspect the merchandise ahead of time or on the day of sale. To view Surplus Personal Property Sales visit GSA's Surplus Personal Property Sales System at **www.surplussales.gsa.gov** and select the appropriate geographic location for a listing of scheduled sales.

- **Drop-by Sale** - This type of sale is a combination of an auction, spot bid and sealed bid sale. The sale is advertised with inspection and bid the same day and time. Bidders must be present to participate. A secured bid box is placed at the sale location. The bidder inspects the property, fills out the bid card and drops it in the bid box. The box is opened after the sale. The bid cards are evaluated and the award is made to the highest bidder. They are notified either by mail or by phone. Payment and removal are similar to a sealed bid.

- **Fixed-Price Sale** - At fixed-price sales (also referred to as "Retail"), GSA posts the selling prices on the property and sells items on a first-come basis.

- **GSA Auctions**® - Online auction sales offer web-enabled auctions, a wide variety of personal property, electronic bidding, bids by proxy, instant feedback, and online payment. Visit GSA's government site for auctions at **www.gsaauctions.gov** for item descriptions and images of items for sale.

- **Negotiated Sale** - Property is offered to a selected group of individuals who negotiate the price through the contracting officer. It is similar to an auction. The bidder makes an offer and can raise the offer if he or she is low.

- **Sealed Bid** - GSA sells by sealed bid when the sale items are in scattered locations. For a sealed bid sale, GSA makes an Invitation for Bid (IFB) available to prospective buyers through the mail or via Internet. The IFB contains: item descriptions, sale terms and conditions, item locations, inspection times, and a bid form. If a customer decides to bid, the customer completes the bid form and mails it to the address shown in the IFB. GSA must receive a bid by the opening date and time indicated on the IFB. Late bids are not accepted under any circumstances. GSA opens all bids publicly.

- **Spot Bid** - A spot bid sale is similar to a "silent auction" with bids written down rather than voiced. Property is offered item-by-item and awarded to the highest bidders. Bidders may bid only once per item, unless the item is re-offered.

Question: **Can GSA employees bid on federal personal property?**

Answer: GSA employees or spouse or minor child of GSA employees, or their agents, may not bid on federal personal property. An employee of another agency may bid if he or she is not prohibited from doing so by his or her employing agency's rules or regulations.
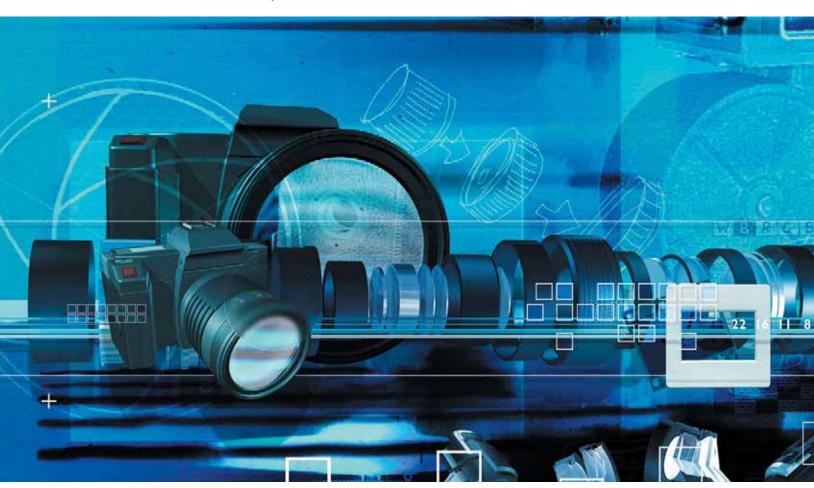
Evidence in Images

The Practical Methodology of Forensic Photography

second edition by David R. Redsicker

Book Review by Peter Daniel Davis

*F*orensic photography is the discipline of producing fair and accurate evidence that can be presented in a court of law that can support a council's argument and withstand cross-examination. Often, a jury cannot be brought to a location where a crime was committed. That's why photography can be crucial in a legal trial. There is a lot to know about this subject in order to get it right, and for any given investigation, there is usually only one chance for that. *The Practical Methodology of Forensic Photography* covers a lot of ground, and that's a good thing. It starts out with a basic primer on photography, useful for those who are new to the subject.

Various types of equipment are compared for their advantages and uses in specific situations, including equipment not specific to photography. For instance, helicopters can be preferable to planes in their ability to hover over a specific crime scene and to fly at a lower altitude than planes. Also not having a fixed wing on a helicopter eliminates one particular visual obstruction. There are also differences between helicopters—one with four blades creates less vibration than one with two blades. This is critical when photographing with video. But what if you're afraid of flying? Tell your superior and get another photographer. Other pointers—dress for higher altitude conditions, use the fastest possible shutter speed, and use film with the greatest number of frames to avoid reloading (this becomes unnecessary when using digital, but you should still have adequate storage capacity).

Investigation sites, especially the scene of a fire, can be dangerous. In stressing safety, one of the most useful suggestions is to keep both eyes open when shooting a video. Obstacles and hazards that might not be visible through the viewfinder or monitor are more likely to be seen by the eye not looking through the camera.

With underwater photography, a choice needs to be made between buying a waterproof camera or coming up with waterproof housing. One can even build waterproof housing, though the author gently discourages this. Among the differences in photographing underwater are the changes in focal length. Water has a magnifying effect; thus, a normal lens underwater will have a moderate effect of working like a telephoto lens. A chapter is also included on digital photography, which has become so prevalent in recent years.

Photographing physical injuries and fatalities is also covered. The reader should be advised that this chapter includes highly graphic photographs.

Any number of issues can be cause for objection in a courtroom, and the photographer, under cross-examination as a witness, must be prepared for them. Accuracy of color, alterations of photographs, cropping enlargements, and use of inflammatory or misleading photographs are just some of the problems that can be incurred when doing forensic photography. A variety of solutions and strategies are discussed.

A useful glossary is included. *The Practical Methodology of Forensic Photography* is useful to photographers new to the field of evidence collection and law enforcement personnel new to the field of photography.

This book is available from vendors on **GSA Schedule 76, Publications Media**. Photographic equipment discussed in this book can be found on **GSA Schedule 67, Cameras, Photographic Printers and Related Supplies and Services**. For more information on these schedules call (212) 264-0868. Schedule 76 and Schedule 67 can be found on GSA Schedules eLibrary at **www.gsa.gov/elibrary** or on GSA*Advantage!*® at **www.gsaadvantage.gov**.

TRAINING AND SEMINARS

Let GSA Be Your Guide! GSA's local informational seminars for federal employees and military personnel can answer all of your questions about the wide range of products and services offered by GSA, including supply programs, GSA's Personal Property, Fleet Management, and Travel and Transportation programs, as well as environmental solutions and AbilityOne (JWOD).

Seminars are free; however, lodging and transportation, if required, are the attending agency's responsibility. For seminar details and online registration, go to our Web site at www.gsa.gov/events, or contact your local representative at one of the numbers listed below and on the following page.

We'll Come To You! GSA can customize training seminars to your needs at your location! Call your local group specials point of contact in the following list for more information.

New England — Connecticut, Maine, Massachussetts, New Hampshire, Rhode Island, and Vermont

> Annie Khun
> (617) 565-7300
> annie.khun@gsa.gov

New England Group Specials:
> Bob Cobbett
> (617) 565-7303
> robert.cobbett@gsa.gov

Northeast and Caribbean — New Jersey, New York, Puerto Rico, and Virgin Islands

> Christine Lincoln
> (212) 264-3592
> christine.lincoln@gsa.gov

Northeast and Caribbean Group Specials:
> Judy Poskanzer
> (212) 264-0305
> judy.poskanzer@gsa.gov

Mid-Atlantic — Delaware, Maryland, Pennsylvania, Virginia, Washington, DC, and West Virginia

> Angela Griffin
> (215) 446-5047
> angela.griffin@gsa.gov

Europe, Africa, and the Middle East:
> Tom Meiron
> DSN (314) 320-3557/3558
> COM 49-69-692-208
> thomas.meiron@gsa.gov

Ask about our group specials.

Southeast Sunbelt — Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee

Adrian Wiley
(404) 331-3060
adrianr.wiley@gsa.gov

Ask about our group specials.

Great Lakes – Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin

Marilyn Giusto
(866) 333-4472
marilyn.giusto@gsa.gov

Ask about our group specials.

Heartland — Iowa, Nebraska, Kansas, and Missouri

Tom Brown
(816) 823-2009
thomasf.brown@gsa.gov

Ask about our group specials.

Greater Southwest/Rocky Mountain Region – Arkansas, Colorado, Louisiana, Montana, New Mexico, North Dakota, Oklahoma, South Dakota, Texas, Utah, and Wyoming

Cindy Yandell
(817) 574-2479
cindy.yandell@gsa.gov

Ask about our group specials.

Pacific Rim — California, Arizona, Nevada, Hawaii, and the Far East

(877) 836-4859

Pacific Rim Group Specials:
Arizona, California, and Nevada
(877) 836-4859

Hawaii
(808) 541-1776

Mainland Japan
DSN 225-9252

Okinawa
DSN 634-3641

Korea
DSN 784-6515

Northwest Arctic – Washington, Oregon, Idaho, and Alaska

Lorraine Morrow
(253) 931-7101
lorraine.morrow@gsa.gov

zia
engineering
& environmental
consultants, llc

AWARDED 2007
SBA REGION VI
PRIME CONTRACTOR
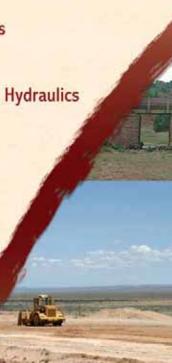
PROFESSIONAL ENGINEERS, LAND SURVEYORS AND ENVIRONMENTAL SCIENTISTS

- Environmental Services

- Natural and Cultural Resources

- Solid Waste/Landfill Services

- Drainage Studies/Hydrology and Hydraulics

- Air Quality Services

- Records Management

- Archive Management Services

- Information Technology

- Water Resources/Wastewater

- Facilities Support

- Land Surveying

Contract # GS-10F-0391N
8(a), SDB

Schedule # 899
Environmental Services

www.ziaeec.com

Corporate Office:
755 S. Telshor Blvd., Suite F-201
Las Cruces, NM 88011
(v) 575-532-1526, (t) 866-532-1588

MBE
MINORITY
BUSINESS
ENTERPRISE

GSA Advantage!®
www.gsaadvantage.gov

Albuquerque, Deming & White Sands Missile Range, NM • El Paso, TX • Las Vegas, NV • Portland, OR • Des Moines, IA

QUALITY • COMMITMENT • SERVICE

WORLDWIDE FY 2008
TRAVEL TRAINING

How to Register for Travel Training

You can easily register by fax or mail.

By Fax — Fax a completed purchase credit card form to (703) 605-2188.

By Mail — Mail a completed purchase credit card form to:

> Registrar
> GSA Professional Development and Training Section
> Crystal Park 4, Room 300
> 2200 Crystal Drive
> Arlington, VA 22202

By Email — Send a fully completed registration form to us at **travel.training@gsa.gov**.

For course scheduling information, please call (703) 605-0555, visit our Web site at **www.gsa.gov/traveltraining**, or email us at **travel.training@gsa.gov**.

You can also order our FY2009 Worldwide Travel Training Catalog of classes at **www.gsa.gov/cmls**.

Special Needs

Employees with special needs who are nominated for training, please call the Travel Training Branch at (703) 605-0555 or email us at **travel.training@gsa.gov**.

Group Specials and Custom Courses

Let the GSA Mid-Atlantic Region come to you. We will hold any class listed in this catalog for a group formed by you at the site of your choice. Students may come from your organization, or you may join other federal, state or local government agencies to fill a class. We'll also customize any course for your organization or develop a new course to meet your special needs. To discuss group specials and customized courses, rates, and services, please call the Travel Training Branch at (703) 605-0555, or email us at **travel.training@gsa.gov**.

Our People Make the Difference! We've got the knowledge, the expertise, and the most up-to-date information to put you in control of all your travel needs.

LECTURE
COURSES

1700 – Travel Basics
One Day Course ($329)

This is a "must take" course if you are new to travel or need a quick refresher on the basic application of travel regulations, programs and procedures. All travelers should take this course to "know before they go" in order to ease the stress of official travel and avoid costly mistakes. The course "Travel Guide" serves as the course text book as well as a handy travel reference guide! Students will learn how to plan a complete itinerary, select appropriate vendors, finalize arrangements, and complete travel documents. This course is ideal for newly hired government employees, interns, infrequent travelers, and authorizing/supervising/policy officials.

1745 – Relocation Allowances: Federal Travel Regulations (FTR) ($950)

This class explains, in plain language, the allowances provided to eligible civilian employees making a permanent change of duty station. Course content: travel authorizations, advances and vouchers; service agreements; househunting and en route travel; temporary quarters; shipment of household goods/automobiles; property management; real estate expenses; miscellaneous expenses; and last move home. Fast-changing updates and streamlining of federal travel allowances make annual (or even twice yearly) training strongly advised.

1750 – Relocation Income Tax Allowances (RITA) ($875)

This course looks at the treatment of reimbursed moving expenses by federal tax regulations. Students learn to distinguish between federal tax regulations and the FTR in reaching correct decisions concerning the Relocation Income Tax (RIT) allowances and its impact on personnel assigned to new duty stations.

Frequent changes in tax laws and regulations make annual training advisable for those who must know how to identify and calculate allowable moving expenses and taxable income. Instructional methods include lectures and discussions. Students should bring hand calculators to class.

1755 – Shipping Household Goods and Transportation Management Services Solution (TMSS) Two-Day Course ($875)

This course examines regulations on household goods and transportation. Students review entitlement and transportation regulations, practice preparing and making shipment, and work with loss and damage claims.

Now included in Shipping Household Goods, information on Transportation Management Service Solution (TMSS) which is the first comprehensive online freight and household goods transportation management system designed exclusively for federal civilian agencies. Demonstration of this dynamic new system will enable GSA customers to effectively and efficiently manage the eeeeeeentire transportation process and execute the following task online: Rate and route shipments, book shipments, generate bills of lading, track and trace shipments, view proof of delivery, perform repayment audits, pay for transportation services, resolve service and billing disputes, file/settle loss and damage claims, generate transportation reports, perform data analysis and facilitate post payment audits.

1760 – Temporary Duty Travel Federal Travel Regulation (FTR) ($824)

This lecture course teaches students how to compute temporary-duty travel allowances and responsibilities concerning: travel authorizations; allowable transportation; Fly America Act; contract city-pair fares; per diem allowances; actual expense; eTravel Service (eTS); government travel charge card; receipt requirements; emergency travel; conference per diem allowance; miscellaneous expenses; and submission of vouchers. Fast-changing updates and streamlining of federal travel allowances make annual (or even twice yearly) training strongly advised.

1761 – Approving Official Responsibilities: Federal Travel Regulation (On-Site Arrangements Only)

The travel authorizing/approving official or his/her designee (e.g., supervisor of the traveler) must review and sign travel claims to confirm the authorized travel. The reviewing official must have full knowledge of the employee's activities. He/she must ensure that: the claim is properly prepared in accordance with the pertinent regulations and agency procedures; a copy of authorization for travel is provided; the types of expenses claimed are authorized and allowable expenses; the amounts claimed are accurate; and the

LECTURE
COURSES

required receipts, statements, and justifications are attached with the voucher. Course content: travel authorizations; allowable transportation; contract city-pair fares; per diem allowances; actual expense; eTravel Service (eTS); government travel charge card; receipt requirements; miscellaneous expenses; submission of vouchers; and approving official's responsibilities.

For more information, please call the Travel Training Branch at (703) 605-0555, or email us at **travel.training@gsa.gov**.

1780 – Conference Planning
Six-Hour Session ($525)
This course teaches students the new travel regulations on conference planning, allowing agencies to increase per diem and pay for light refreshments. Discussion includes: where to hold meetings and conferences nationwide; obtaining proposals; estimating budget costs; what's included in room rate; using approved hotel accommodations; agency requirements for conferences; and the best times to hold conferences.

2060 – Advanced Temporary Duty Travel – Federal Travel Regulation
One-Day Course ($565)
This advanced course provides in-depth discussion of the statute pertaining to travel authorizations and per diem allowances for domestic and foreign travel.

Discussion includes long-term Temporary Duty (TDY) assignments, mandatory use of the contract city-pair fares, and arranging travel services in accordance with FTR amendment 2003-7, eTravel Services, effective January 21, 2004. Additional topics include the mandatory use of the charge card, when conference per diem is allowed, miscellaneous expenses, receipt requirements, and voucher submission. Fast-changing updates and streamlining of federal travel allowances make annual (or even twice yearly) training strongly advised.

DEPARTMENT OF DEFENSE
ON-SITE SPECIALS

1771 – Approving Official Responsibilities: Joint Federal Regulations, Vol. 2
(On-Site Arrangements Only)
The travel authorizing/approving official or his or her designee (e.g., supervisor of the traveler) must review and sign travel claims to confirm the authorized travel. The reviewing official must have full knowledge of the employee's activities. He or she must ensure that: the claim is properly prepared in accordance with the pertinent regulations and agency procedures; a copy of authorization for travel is provided; the types of expenses claimed are authorized and allowable expenses; the amounts claimed are accurate; and the required receipts, statements, and justifications are attached with the voucher. Course content: travel orders;

transportation allowances; contract city-pair fares; premium class travel; per diem allowances; contract travel office (CTO); actual expense; miscellaneous expenses; receipt requirements; submission of vouchers; and approving officials responsibilities.

For course schedules, please call (703) 605-0555, visit our Web site at www.gsa.gov/traveltraining, or email us at travel.training@gsa.gov.

DEPARTMENT OF DEFENSE
OFFERINGS

1765 – Temporary Duty Travel:
Joint Federal Travel Regulations, Volume 1;
(Uniformed Services $824)

This course teaches students to understand temporary-duty travel allowances and responsibilities for uniform members for the Department of Defense. Topics covered are: travel orders; contract travel office (CTO); allowable transportation; fly America act; contract city-pair fares; per diem allowances; meal allowances; actual expense; government travel charge card; receipt requirements; emergency travel; conference per diem allowance; miscellaneous expenses; and submission of vouchers. Fast-changing updates and streamlining of travel allowances make annual (or even twice yearly) training strongly advised.

1770 – Temporary Duty Travel:
Joint Travel Regulations (JTR), Volume 2 ($824)

This course teaches students how to understand temporary-duty travel allowances and responsibilities in accordance with the Joint Travel Regulations, Vol. 2 for civilian employees with the Department of Defense. Topics covered include: travel orders; contract travel office (CTO); allowable transportation; fly America act; contract city-pair fares; per diem allowances; meal allowances; actual expense; government travel charge card; receipt requirements; emergency travel; conference per diem allowance; miscellaneous expenses; and submission of vouchers. Fast-changing updates and streamlining of travel regulations make annual (or even twice yearly) training strongly advised.
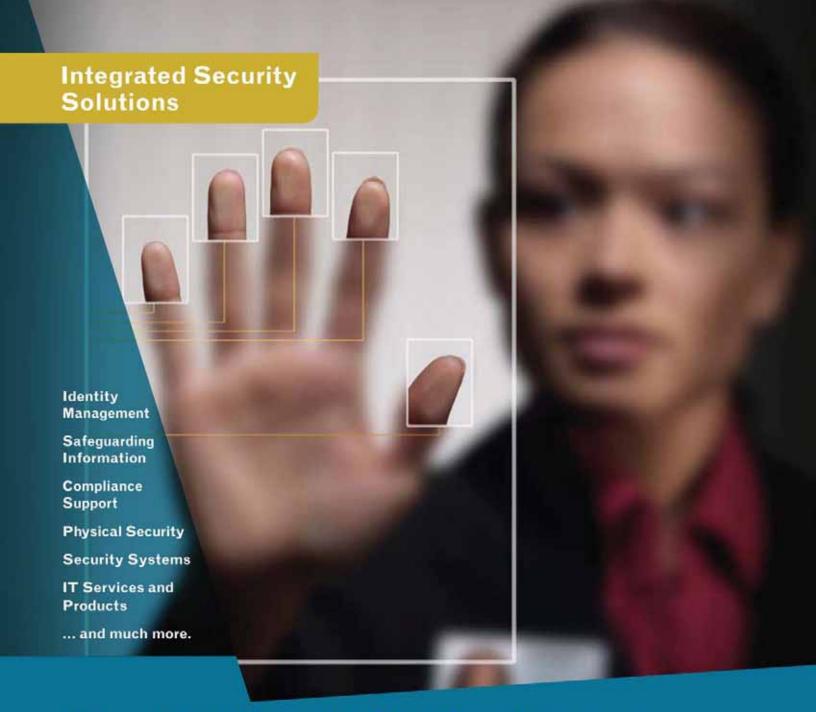
1775 – Relocation Allowances:
Joint Travel Regulations, Volume 2;
Three - Day Course ($950)

This course explains allowances provided to eligible Department of Defense civilian employees making a permanent change of duty station. Course content: Travel Orders, Advances and Vouchers, service agreements, house hunting and en route travel, temporary quarters, shipment of household goods/automobiles, property management, real estate expenses, miscellaneous expenses, and last move to home entitlement. Fast changing updates and streamlining of federal travel allowances make annual or even twice yearly training strongly advisable.

2070 – Advanced Temporary Duty Travel:
Joint Travel Regulations (JTR), Volume 2;
One-Day Course ($565)

This course provides in-depth discussion of the statute pertaining to Travel Orders, per diem allowances for domestic and foreign travel, transportation allowances, mandatory use of the contract airline city-pair fares, Defense Travel Service (DTS, Fly America Act, and the Civilian Board of Contract Appeals Travel Cases). Additional topics include the mandatory use of the charge card, miscellaneous expenses, receipt requirements, and voucher submission. Fast changing updates and streamlining of federal travel allowances make annual or even twice yearly training strongly advisable.

For course sc
visit our Web
or email us at

Integrated Security Solutions

Identity Management

Safeguarding Information

Compliance Support

Physical Security

Security Systems

IT Services and Products

... and much more.

Where Total Security Solutions Converge

Your mission to safeguard America's property, assets and workforce requires an integrated approach including access control, guards, surveillance and detection. The combination of physical and IT security offers the best defense against today's potential threats to our nation's priorities. As the government's largest procurement agency, GSA streamlines your access to a wealth of innovative security solutions from HSPD-12 and regulatory compliance to PII, INFOSEC and HIPAA to design, assessment and remediation of security systems—all from one source.

GSA is here to help: **gsa.gov/securitysolutions** or **securitysolutions@gsa.gov**

AT YOUR SERVICE

GSA

U.S. General Services Administration

DESTROY DIGITAL DATA
Recycle Electronic Media

ISO 9002
High-Security
Destruction Service

- CD and DVD Discs
- Hard Disk Drives
- Floppy Disks
- All Forms of Magnetic Tapes
- Flash Drives
- Paper

100% Green
Recycling

- White and Glossy Paper
- Cardboard
- Plastic
- Polycarbonate
- Metal

Security Measures

- CCTV Surveillance
- Controlled Employee Access
- Staffed Notary Public
- Itemized Certificates
  of Destruction

The DX-CD2™

100% Content Destruction

100% By-product Recycling

D3 Services is the first and only service bureau in the U.S. designed specifically to destroy the digital data content on all forms of electronic media. Our ISO quality control data destruction process addresses DoD security protocols as well as the Federal compliance requirements of HIPAA, GLB, Sarbanes-Oxley, and FACTA. Our green recycling of by-products anticipates eWaste legislation for all 50 States.

Call us at 952-832-5424 or download our GSA catalog today.

GSA Advantage!®
www.gsaAdvantage.gov

Contract # GS-10F-0137U
Schedule 899-5
Environmental Services

Recycle for a Greener Earth
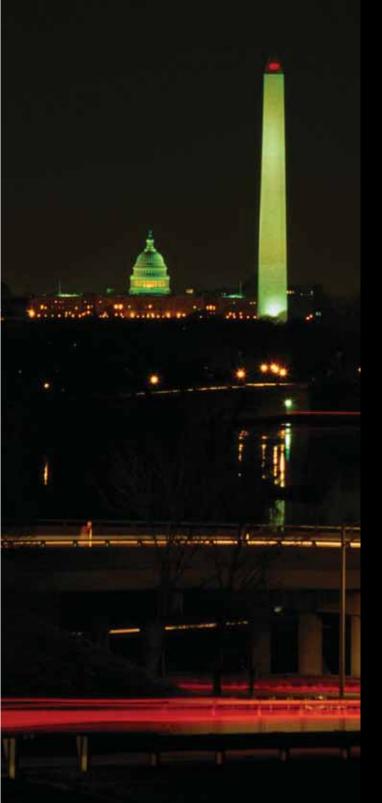
DIGITAL DATA DESTRUCTION SERVICES
6520 Edenvale Blvd, Suite 230
Minneapolis, MN 55346

www.d3services.com

GSA Global Supply

your reliable government source

CONTENTS

NEWS/UPDATES

GSA Global Supply Catalogs

Shown here are the most recent examples of publications designed to assist our customers with locating and ordering our most popular items. These publications and other specialty catalogs can be ordered online at **www.gsa.gov/cmls**.

Feel free to order copies of existing catalogs, or indicate your buying interests for future catalogs so that we can provide you with current editions as they are published.

Customers without Internet access can call (817) 334-5215 and accomplish the same tasks.
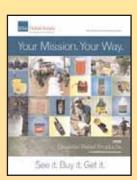
NEW!
2009 GSA Global Supply Catalog Now Available

Other Catalogs Also Available:
- Office Products
- Tools and Hardware Catalog
- Wildland Fire Equipment
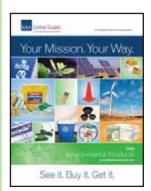
Going "Green"

GSA Global Supply is pleased to highlight a few of our most popular "green" items. From office products to cleaning supplies, GSA Global Supply offers a variety of environmentally friendly products that carry our service guarantees.

Shop Any Way You Like:

Online (24 hours) **www.GSAglobalsupply.gsa.gov**

Telephone (7:30 a.m. to 8 p.m. Eastern Time, Monday – Friday)
(800) 525-8027   DSN 465-1416

Fax Orders (24 hours) (800) 856-7057
FEDSTRIP/MILSTRIP Standard Form 344 or DD 1348

by mail at: GSA Global Supply (QSDACDA)
Room 6A06
819 Taylor St.
Fort Worth, TX 76102

ORDER TODAY: www.GSAglobalsupply.gsa.gov

FEATURED PRODUCTS

S ecure your occupational needs from GSA Global Supply. Please visit us at GSAglobalsupply.gsa.gov

◄ FRS/GMRS Walkie-Talkie Radio Set

Features 22 channels with high, medium, and low settings and NOAA weather radio. Provides up to 12-mile range, with 836 privacy codes. Uses four watts of power. Water-resistant unit works with all FRS/GMRS and includes vox, scan feature, hands-free operation, backlit LCD and keylock. Other features include roger beep tone, auto squelch, power high/power low option, and call tones. Includes headset package, charger, and durable belt clip.

NSN 5820-01-518-3622
Price $61.81 SE

GPS with Integrated FRS/GMRS

Combines two-way radio and GPS features to help you communicate with your associates and locate them easily. Using the Rino's unique Position Reporting feature, you can send your exact location to other Rino users in your group, so they can see your precise location on the map page. Because Rino is a standard FRS/GMRS radio, you can use it to communicate with any other conventional FRS/GMRS radio around. The Rino can save up to 500 of your most important locations in memory as waypoints so you can come back to them at another time. **DD**

Used with, but not included, boom microphone (NSN 5965-01-518-4488), speaker/earbud (NSN 5965-01-518-4490), charger (NSN 6130-01-518-4491), carrying case (NSN 5895-01-518-4495), windshield mounting bracket (NSN 5820-01-518-4494), power adapter (NSN 6130-01-518-4496).

◄ The Rino 120 has a built-in city point data base and 8 MB of internal memory to load other points of interest data from compatible MapSource products.

NSN 5820-01-518-4487
Brand Garmin
P/N 010-00270-12
Color Olive Green
Size 4-1/2 x 2.3 x 1.6"
Price $216.39 EA

◄ The Rino 110 has a built-in city point data base and 1MB of internal memory to load other points of interest data from compatible MapSource products.

NSN 5820-01-518-5183
Brand Garmin
P/N 010-00270-00
Color Yellow
Size 4-1/2 x 2.3 x 1.6"
Price $158.62 EA

◀ GPS Radio

GPS Radio weighs 5.3 ounces. Display is 2.1" high and 1.1" wide and features high-contrast LCD with bright backlighting. Case is waterproof to IEC 529 IPX7 standards. Radio features a temperature range of 5° F with indefinite data storage; no memory battery is required. Total internal memory is 24 MB. **DD**

NSN 5820-01-524-5067
Brand Garmin eTrex Vista
P/N 010-00243-00
Size 4.4"H x 2"W x 1.2"D
Price $200.39 EA

Sign ▶

Non-reflectorized sign includes a red, white and blue shield on a cream background. Reads: "U.S. PROPERTY - NO TRESPASSING". **CPG**

♲ Contains 80% recovered material, which includes 80% postconsumer material

NSN 9905-00-559-2971
Size 11-7/16 x 13-1/2"
Price $4.93 EA

◀ Traffic Cone

Plastic or rubber cone is ideal for marking roadwork, helping to prevent accidents. Square-base cones can be used for marking line painting or serving as an emergency blockade. **CPG**

♲ Contains 50% recovered material

NSN 9905-00-424-9829
Color Red-Orange
Size Height: 18"
Price $68.14 BX (contains 10 EA)

NSN 9905-00-527-4997
Color Red-Orange
Size Height: 28"
Price $58.83 BX (contains 5 EA)

Flashlight

Tube-shaped flashlight has a three-way switch for on, off and flasher functions. Features a roll-resistant design and a clear, pre-focused spot lens.

◀ **Heavy-duty model comes with one PR-2 bulb installed, plus a spare bulb that is stored in the watertight plastic case, with hanger ring. Requires two D cell batteries (not included). (Flashlight is not intended for use in environments containing explosive gases or extreme temperatures.) For batteries see NSNs 6135-01-446-8310 (PG/4) or 6135-00-835-7210 (PG/12).** PRIME AbilityOne

NSN 6230-00-163-1856

Size Length: 8" (maximum)

Price $5.40 EA

Standard-duty model is suitable for general use. Requires three D cell batteries (not included). Includes one PR-3 bulb and a metal or plastic case. For replacement batteries see NSN's 6135-01-446-8310 (PG/4) or 6135-00-835-7210 (PG/12). PRIME

NSN 6230-00-643-3486

Price $8.22 EA

◀ **Standard-duty model is suitable for general use. Comes with one PR-2 bulb. Metal or plastic case has a permanently attached magnet. Requires two D cell batteries (not included). For replacement batteries see NSN's 6135-01-446-8310 (PG/4) or 6135-00-835-7210 (PG/12).** AbilityOne

NSN 6230-00-781-3671

Size Length: 7-1/2"

Price $8.79 EA

▶ Keep this handy for general use. Standard flashlight features a three-way switch for on, off, and flasher functions plus a diffused-light lens and multi-colored (red, blue, and blackout) removable filters. Has a straight, molded plastic case and comes with one PR-6 bulb installed plus one spare bulb. Requires two D cell batteries (not included). For replacement batteries see NSN's 6135-01-446-8310 (PG/4) or 6135-00-835-7210 (PG/12). PRIME

NSN 6230-00-270-5418

Size Length: 9"; Diameter: 2-1/4"

Price $7.58 EA

▶ Specially designed for directing vehicular traffic and for other signaling purposes. Straight plastic body with cone-shaped traffic baton is watertight and includes a 30-1/2"-long nylon cord affixed to a mounting ring. Features a three-way switch for on, off, and flasher functions. Multi-colored (red, amber, green, blue, and blackout) removable filters are provided. A clear, prefocused spot lens concentrates light in a specific area. Comes with one PR-6 bulb installed, plus one spare bulb. Requires two D cell batteries (not included). For batteries see NSNs 6135-01-446-8310 (PG/4) or 6135-00-835-7210 (PG/12). PRIME

NSN 6230-00-926-4331

Color Gray

Size Length: 15-1/4"; Diameter 2-1/4"

Price $9.20 EA

▶ Explosion-proof and heat-resistant flashlight is specifically designed to resist dust, water, and fumes. It is especially suited for use in areas where danger is present from possible explosion of combustible gases, dusts or explosives. Also suitable for shipboard use. Features a three-way switch for on, off, and flasher functions. Includes one PR-6 bulb installed plus one spare bulb. Requires two D cell batteries (not included). For batteries see NSN's 6135-01-446-8310 (PG/4) or 6135-00-835-7210 (PG/12). Meets MSHA for safe use in methane-air mixture in accordance with UL 783 Class I, Division I, Groups C and D. PRIME

NSN 6230-00-299-3035
Color Black and Yellow
Size Length: 8-1/4"; Diameter 3"
Price $10.99 EA

Streamlight super-bright LEDs last for more 100,000 hours. Waterproof up to 200 feet. New tail-cap switch for momentary and easy on/off operation. Virtually indestructible, non-conductive polymer features a rubber face cap for impact and shock resistance.

▶ **Provides a runtime of 336 hours; 10 white LEDs. Requires three C cell batteries (not included). Measures 8.5" in length and weighs 13.5 oz.**

NSN TL1-KEL-33202H
Brand Streamlight
Price $44.84 EA

▶ **Provides a runtime of 155 hours; seven white LEDs. Four AA batteries included. Measures 6.5" in length and weighs 6.3 oz.**

NSN TL1-KEL-68202M
Brand Streamlight
Price $32.60 EA

▶ This Stinger flashlight features an AC fast-charger. The compact, snap-in charger enables the user to recharge the custom-built NiCad battery up to 1,000 times, and the LED light communicates when flashlight is fully charged. Recharges on 110V AC or 12V DC.

Fast charger with a 2-1/2 hour charge time. Contains two holders. Measures 8.41" in length and weighs 12.4 oz.

NSN TL1-KEL-75024M
Brand Streamlight
Price $146.83 EA

Stinger flashlight's compact snap-in AC/DC charger allows recharging of the custom-built NiCad battery up to 1,000 times. LED displays when flashlight is fully charged. Recharges on 110 volts AC, or 12 volts DC.

Steady charger with a 10-hour charge time. Measures 8.41" in length and weighs 12.4 oz.

NSN TL1-KEL-75014J
Brand Streamlight
Price $122.34 EA

◀ Scorpion flashlight provides up to one hour continuous use. High-pressure xenon lamp produces 6,500 peak-beam candlepower. Two three-volt lithium batteries (included) provides a 10-year shelf life. Variable spot-to-flood focus. Rubber-armored sleeve over machined-aluminum body guarantees a sure grip and rugged durability. Spare lamp concealed in lamp holder assembly. Measures 4.9" in length and weighs 4.4 oz.

Without belt clip

NSN TL1-KEL-85001H
Brand Streamlight
Price $48.90 EA

With belt clip.

NSN TL1-KEL-85004J
Brand Streamlight
Price $53.44 EA

◀ **Lightstick (Chemlight)**

Chemical lights, commonly known as chemlights, are a non-toxic, non-flammable source of light. These lightsticks are good for emergency, safety, and signaling uses. They provide safe, effective light without heat, sparks, or flame. To activate, a user bends the plastic lightstick, breaking the inner glass vial. Chemicals from the broken glass vial mix with chemicals from the plastic tube to deliver a light-creating chemical reaction. Self-contained, compact, rugged, and waterproof.

**Super high intensity;
Average life rating: 5 minutes.**

ⓘ 24-month maximum shelf life (not extendable)

NSN 6260-01-247-0363
Color Orange
Size Length: 6"
Price $10.58 BX (contains 10 EA)

**High intensity;
Average life rating: 30 minutes.**

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-01-230-8601
Color Red
Size Length: 6"
Price $10.58 BX (contains 10 EA)

NSN 6260-01-247-0368
Color White
Size Length: 6"
Price $10.58 BX (contains 10 EA)

(NFES #3008)

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-01-074-4230
Color Yellow
Size Length: 6"
Price $10.58 BX (contains 10 EA)

Average life rating: 3 hours.

ⓘ 36-month maximum shelf life (not extendable)

NSN 6260-01-195-9752
Color Infrared
Size Length: 6"
Price $24.54 BX (contains 10 EA)

AbilityOne All lightsticks except Infrared (6260-01-195-9752 and 6260-01-396-1704) are AbilityOne.

Average life rating: 6 hours.

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-00-106-7478
Color Green
Size Length: 4"
Price $70.02 BX (contains 100 EA)

NSN 6260-01-282-7630
Color Orange
Size Length: 4"
Price $70.02 BX (contains 100 EA)

Average life rating: 8 hours.

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-01-178-5560
Color Blue
Size Length: 6"
Price $11.17 BX (contains 10 EA)

NSN 6260-01-218-5146
Color White
Size Length: 6"
Price $11.17 BX (contains 10 EA)

NSN 6260-01-265-0614
Color Blue
Size Length: 15"
Price $32.32 BX (contains 5 EA)

NSN 6260-01-247-0367
Color White
Size Length: 15"
Price $32.32 BX (contains 5 EA)

ⓘ 36-month maximum shelf life (not extendable)

NSN 6260-01-396-1704
Color Infrared
Size Length: 6"
Price $26.48 BX (contains 10 EA)

Average life rating: 12 hours.

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-01-195-9753
Color Orange
Size Length: 6"
Price $14.17 BX (contains 10 EA)

(NFES #3012).

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-01-196-0136
Color Yellow
Size Length: 6"
Price $14.17 BX (contains 10 EA)

(NFES #3007)

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-01-178-5559
Color Red
Size Length: 6"
Price $14.17 BX (contains 10 EA)

(NFES #3009)

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-01-074-4229
Color Green
Size Length: 6"
Price $11.17 BX (contains 10 EA)

ⓘ 48-month maximum shelf life (not extendable)

NSN 6260-01-247-0362
Color Green
Size Length: 15"
Price $33.89 BX (contains 5 EA)

NSN 6260-01-265-0612
Color Red
Size Length: 15"
Price $33.89 BX (contains 5 EA)

NSN 6260-01-265-0613
Color Yellow
Size Length: 15"
Price $32.32 BX (contains 5 EA)

Multi-Tool

▶ The Charge XTi features Titanium handles. This tool includes: 154 cm knife blade, needlenose pliers, regular pliers, wire cutters, hard-wire cutters, crimper, serrated knife, cutting hook, saw, wood/metal file, diamond-coated file, two large bit drivers, small bit drivers, 9 double-ended bits (Phillips and flat-tip eyeglass screwdriver, 1/4 and 3/16" screwdrivers, 1/8" and Torx #15 screwdriver, Phillips #1 and #2, 3/32 and 5/64" hex, 5/32 and 9/64" hex, 1/16 and .050" hex, 1/8 and 7/64" hex and Robertson #2 and #3), ruler (8"/19cm), bottle/can opener, wire stripper, fixed lanyard ring, quick-release lanyard ring, and a removable pocket clip.

Camouflage finish. Leather camouflage sheath. (Real Tree hardwoods green)

NSN 5110-01-541-1206
Brand Leatherman Tool Group
P/N 830491
Size Length: 4" (closed)
Price $119.62 EA

▶ The Core tool includes: needlenose pliers, regular pliers, wire cutters, hard-wire cutters, stranded-wire cutters, electrical crimper, clip-point knife, serrated knife, saw, wood/metal file, 5/16" screwdriver, 7/32" screwdriver, 1/8" screwdriver, Phillips screwdriver, ruler (9"/22cm), bottle/can opener, wire stripper, and a lanyard ring.

Stainless steel finish. Black nylon sheath.
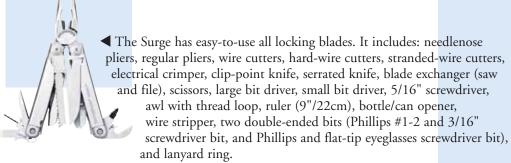
NSN 5110-01-541-1453
Brand Leatherman Tool Group
P/N 830145
Size Length: 4-1/2" (closed)
Price $55.33 EA

◀ The Surge has easy-to-use all locking blades. It includes: needlenose pliers, regular pliers, wire cutters, hard-wire cutters, stranded-wire cutters, electrical crimper, clip-point knife, serrated knife, blade exchanger (saw and file), scissors, large bit driver, small bit driver, 5/16" screwdriver, awl with thread loop, ruler (9"/22cm), bottle/can opener, wire stripper, two double-ended bits (Phillips #1-2 and 3/16" screwdriver bit, and Phillips and flat-tip eyeglasses screwdriver bit), and lanyard ring.

Stainless steel finish. Black nylon sheath.

NSN 5110-01-541-1454
Brand Leatherman Tool Group
P/N 830159
Size Length: 4-1/2" (closed)
Price $72.79 EA

Check out our expanded inventory at
www.GSAglobalsupply.gsa.gov.
We're growing to meet your needs!

NEW PRODUCT HIGHLIGHTS

GSA Global Supply has something new just for you!

SelfSet Clock [NEW]

◄ Quartz clock is programmed to automatically set itself to Daylight Savings Time without relying on a signal. Features black hour and minute hands, red second hand, a shatter-resistant crystal. Clock features a switch that permits user to select the "old schedule" (pre-2007), "new-schedule" (2007), or the "off" position. Three-year limited warranty. Uses one AA battery, not included. DD *SKILCRAFT* AbilityOne

NSN 6645-01-557-3153
Color Black
Size Diameter: 8"
Price $14.70 EA

NSN 6645-01-557-3159
Color Bronze
Size Diameter: 8"
Price $14.70 EA

NSN 6645-01-557-3148
Color Black
Size Diameter: 12"
Price $18.73 EA

NSN 6645-01-557-3149
Color Bronze
Size Diameter: 12"
Price $18.11 EA

► Quartz clock is programmed to automatically set itself to Daylight Savings Time without relying on a signal. Features black Arabic numerals, black hour and minute hands, red second hand and a glass crystal. Clock features a switch that permits user to select the "old schedule" (pre-2007), "new-schedule" (2007), or the "off" position. Three-year limited warranty. Uses one AA battery, not included. DD *SKILCRAFT* AbilityOne

NSN 6645-01-557-4606
Color Mahogany Hardwood
Size Diameter: 16"
Price $44.11 EA

Octagon shaped clock with bezel. ►

NSN 6645-01-557-4608
Color Mahogany Hardwood
Size Diameter: 8-1/2"
Price $28.08 EA

▶ **Bulletin Board** `NEW`

Designed to be used with thumbtacks or pushpins. Hanging hardware included. **DD** *SKILCRAFT®* **AbilityOne ★**

Fabric surface with aluminum frame.

NSN 7195-01-484-0017
Color Blue
Size 2 x 3'
Price $88.90 EA

Designed to be used with thumbtacks or pushpins. Hanging hardware included. **DD** *SKILCRAFT®* **AbilityOne ★**

Includes built-in tray for pens or markers.

Fabric surface with plastic frame.

NSN 7195-01-484-0015
Color Blue
Size 3 x 4'
Price $109.76 EA

◀ **Magnetic Porcelain Marker Board** `NEW`

Hard non-porous, non-absorbent enamel surface resists scratching and denting. Cleans without ghosting or shadows. Features rigid plastic frame. Mounting system includes clear plastic hangers with a pre-installed round hole. **DD** *SKILCRAFT®* **AbilityOne ★**

NSN 7110-01-555-0292	**NSN** 7110-01-555-0294	**NSN** 7110-01-555-0293
Color White	**Color** White	**Color** White
Size 18 x 24"	**Size** 24 x 36"	**Size** 36 x 48"
Price $53.00 EA	**Price** $99.00 EA	**Price** $146.00 EA
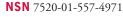
▶ **Dry Erase Starter Kit** `NEW`

Markers contain low odor, non-toxic ink for use on whiteboards and other non-porous surfaces. Quick-drying ink erases easily. Chisel tip allows for broad, medium or thin line mark. Four color set includes one of black, blue red and green. Set includes 2-oz. bottle of dry erase spray cleaner and one eraser. **DD** *SKILCRAFT®* **AbilityOne ★**

NSN 7520-01-557-4971
Price $9.00 KT

Retractable Dry Erase Marker Set NEW

Retractable markers with an easy, single-handed operation eliminates the need for capping and re-capping while in use. Low odor, non-toxic premium ink dries quickly on white boards and won't ghost or leave shadows. Tip is made of durable polyester that holds its shape and will not leak. Chisel tip allows broad, medium, and fine point marking. Handy pocket clip for portability. Set of four markers includes one each of black, blue, red, and green. DD SKILCRAFT AbilityOne

ⓘ 18-month maximum shelf life (extendable)

♻ Nontoxic Item

NSN 7520-01-519-5769
Color Assorted
Price $2.88 SE

▲ Rite in the Rain Complete Planner Kit NEW

The Rite in the Rain all-weather writing paper is created specifically for writing field notes in all weather conditions. For best results, the paper should be used with a pencil or an all-weather pen, such as NSNs 7520-01-498-1876 and 7520-01-498-2079.

Tactical field planner comes in a binder with green cordura cover with adjustable wrist strap and front zippered pocket. Includes 12 monthly tabs with calendar, 12 alpha tabs (A-Z), one-year weekly calendar, six generic tabs, four-year overview, business card holder, six credit card slots, No. 97 pen, removable drive holder, clear zipper pouch, six pencil slots, plastic sheet protector, and writing guard ruler.

NSN 7530-01-544-9476
Brand Rite in the Rain
P/N 9255A
Color Woodland Green
Size 6 x 8"
Price $134.43 KT

▲ Desk Set NEW

Six piece deluxe office kit consists of a letter opener, a mini desk clock, a notepad holder, a business card holder, a 12-inch ruler, the illusion twist-action medium point ball point pen, and 0.8mm mechanical pencil set. DD SKILCRAFT AbilityOne

NSN 7520-01-554-5467
Color Rosewood
Price $92.86 KT

▲ Portfolio With Calculator NEW

Portfolio features leather-look vinyl cover with inside pocket and solar-powered, 8-digit calculator with rubber keys. Also includes 8-1/2" x 11" lined writing pad and rubberized-grip retractable pen. DD SKILCRAFT AbilityOne

NSN 7510-01-484-4563
Color Black
Price $27.74 EA

◀ Writing Portfolio, Camouflage NEW

Camouflage pocket pad holder can be used with either NSN 7530-00-243-9366 (3-1/2"-6") or NSN 7530-01-060-7511 (3-1/2" x 4-1/2"). Memo book is included. DD SKILCRAFT® AbilityOne

NSN 7510-01-557-4970

Color Camouflage

Size 4 x 6"

Price $37.75 DZ

Portfolio is side-opening with embossed vinyl cover in new digitized camouflage pattern. Has clip for writing pad on one side, a pocket on opposite side for loose documents, a loop for pen and a slot for business cards. Writing pad and pen included. DD SKILCRAFT® AbilityOne

NSN 7510-01-557-4978

Color Camouflage

Size 6 x 9"

Price $3.93 EA

NSN 7510-01-557-4977

Color Camouflage

Size 9 x 12"

Price $5.93 EA

Includes U.S. Army logo. ▶

NSN 7510-01-557-4979

Color Camouflage

Size 6 x 9"

Price $5.93 EA

AbilityOne is the largest source of employment in the United States for people who are blind or have other severe disabilities.

▶ **Inter-Department Envelope** NEW

Each box printed NAME and DEPARTMENT. Printed on both sides and can be reused a minimum of 63 times. 28 lb.-kraft stock with a string/button closure. Six see-through holes ensure that important documents are not left in envelope.

DD · AbilityOne
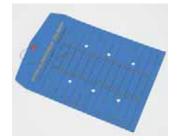
Three column box format.

♻ 30% postconsumer material

NSN 7530-01-463-3909
Color Brown
Size 10" x 13"
Price $26.56 BX(contains 100 EA)

♻ 30% postconsumer material

NSN 7530-01-498-1086
Color Blue
Size 10" x 13"
Price $29.53 BX(contains 100 EA)

♻ 30% postconsumer material

NSN 7530-01-498-1088
Color Yellow
Size 10" x 13"
Price $29.53 BX(contains 100 EA)

♻ 30% postconsumer material

NSN 7530-01-498-1089
Color Red
Size 10" x 13"
Price $29.53 BX(contains 100 EA)

Our efforts are ongoing to fulfill your supply needs and provide you with quality products at cost-saving prices. We now offer a wider range of products than ever before. Check out our expanded product line!

New 2009 Calendars

This chart was developed to help you find your 2009 calendar with ease.

	2008 NSN	2009 NSN		
BASIC DESK CALENDARS				
Calendar Blotter Pad (18 x 22")	7510-01-450-5467	7510-01-545-3731		
Calendar Pad (3 x 3-3/4")	7510-01-450-5407	7510-01-545-3709		**AbilityOne**
Calendar Pad (3-1/2 x 5-1/2")	7510-01-450-5425	7510-01-545-3773		**AbilityOne**
Weekly Appointment Book (8-1/2 x 11")	7530-01-450-5457	7530-01-545-3767		**UNICOR**
Activity Schedule (Previously OF67) (8-1/2 X 11") (10 in a Package)	7540-01-450-5433	7540-01-545-3714		**UNICOR**
Wall Calendar 11-5/8 x 8-7/8" (10 in a Package)	7510-01-450-5450	7510-01-545-3761		
At-A-Glance Flip-A-Week Refill (5-5/8 x 7")	7510-01-528-5621	7510-01-528-5621	DD	
28-Month Planner (8-1/2 x 11")	7510-01-528-8310	7510-01-528-8310	DD	
Pocket Appt. Book Refill	7530-01-450-5414	7530-01-545-3738		
Month-at-a View (5-1/2 x 8-1/2") 3-Hole IE/LE Version Refill	7510-01-537-7841	7510-01-537-7808	DD	**AbilityOne**
Day-at-a-View (5-1/2 x 8-1/2") 7-Hole GLE Version Refill	7510-01-537-7853	7510-01-537-7810	DD	**AbilityOne**
Franklin Covey Annual Refill Pak (Flex-Dated):				
Pocket Size (3-1/2" x 6")	7510-01-517-5921	7510-01-517-5921	DD	
Compact (4-1/4" x 6 3/4")	7510-01-517-5927	7510-01-517-5927	DD	
Classic (5-1/2" x 8-1/2")	7510-01-517-5925	7510-01-517-5925	DD	
Monarch (8-1/2" x 11")	7510-01-517-5971	7510-01-517-5971	DD	

What is VETS?

A new way for federal agencies to achieve small business goals through purchase of Information Technology solutions from small businesses owned by service-disabled veterans.

VETS is:

- **A multiple award indefinite-delivery/indefinite-quantity contract**
- **Designed to provide cutting-edge technology solutions to federal agencies without the expense and time involved in open market set-aside procurements**
- **A result of Executive Order 13360**

GSA, in its continued commitment to help federal agencies reach their small business goals, is proud to introduce its newest contract designed to simplify the acquisition of information technology solutions from firms owned by service-disabled veterans.

The VETS GWAC offers the right mix of innovative solutions from industry partners who stand ready to meet your next technology challenge.

Features

- Set-aside contract for service-disabled veteran-owned firms
- Five-year base period with one, five-year option
- Two functional scope areas
  - Systems Operations & Maintenance
  - Information Systems Engineering
- Ordering procedures based on Fair Opportunity (FAR 16.505)
- $5 billion program ceiling

Benefits

- Federal agency assistance in meeting 3 percent goal for contracting with service-disabled veteran-owned firms
- Pre-competed, easy to use contracts
- Short procurement lead time
- Training and support from VETS GWAC acquisition team
- Increased contracting opportunities for small business
- Flexible subcontracting arrangements, especially with service-disabled veteran-owned businesses

Getting started is easy. Just call (877) 327-8732 or send an e-mail to vetsgwac@gsa.gov. Visit www.gsa.gov/vetsgwac.

AT YOUR SERVICE

GSA

Federal Acquisition Service

Discover what the Centralized Mailing List Service (CMLS) can do for you!

At **GSA**, meeting our customers' needs for product and acquisition information is important to us. That's why we created a new online library of **GSA** publications at the **Centralized Mailing List Service (CMLS)** Web site. By visiting www.gsa.gov/cmls, users can view and order publications free of charge. Along with the latest **GSA Global Supply** catalogs, **CMLS** offers publications containing useful information about **GSA** acquisition tools, contract vehicles, and products and services.

The CMLS Web site Offers:

• A wide selection of publications ready for shipment, in any quantity, for free;

• Downloadable copies (PDFs) of many publications;

• Easy online ordering with email order confirmation;

• The ability to search and view publications without providing any contact information;

• Free subscriptions to GSA's *MarkeTips* magazine; and

• An invitation to register "buying interests" for future publications.

User-friendly Features

At www.gsa.gov/cmls, we've included user-friendly features that enable users to quickly and easily find vital information:

• **Searching for publications:** *Search by title, topic, or publication number.*

• **Saving PDFs of publications:** Select "View PDF Prompt," right-click, and select "Save As."

• **Account Management:** Update your addresses and select desired "privacy" level.

• **Ordering publications:** Request existing publications or "subscribe" to future editions by registering.

• **Viewing information:** Topics include GSA Global Supply, GSA Smartpay®, Fleet, Travel, Acquisition, and more!

Contact us today!

Visit us on the Web at www.gsa.gov/cmls, or email cmls@gsa.gov. If online access is not feasible, you may call us at (817) 334-5215, Monday – Friday, 8:00 a.m. to 4:00 p.m.

GSA *Smarter Solutions*

If you have questions or need assistance, or want to locate the Customer Service Director assigned to you, visit www.gsa.gov/csd or call: (800) 488-3111

For non-CONUS customers, our Customer Service Directors are located at the following numbers:

Anchorage, AK	(907) 271-3970
Honolulu, HI	(808) 541-1776
	DSN: 438-4960
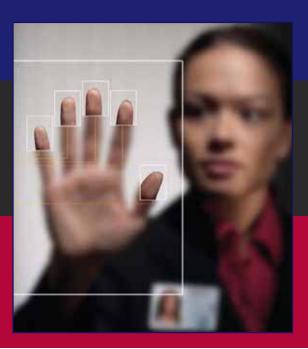
Europe, Africa and the Middle East

Frankfurt, Germany	DSN: 320-3557/3558
International Direct Dial for Germany	011-49-69-699-7985

Pacific Rim Customers

http://www.gsa.gov/r9customerservice

MarkeTips is Printed on Recycled Paper ♺ **Using Soy-Based Ink**